



## **Circulation Clerk Job Description**

Circulation Clerk performs duties related to all operations of the Otsego County Library circulation desk and the automated circulation system. The duties involve a significant amount of public contact; therefore courteous, proficient customer relations skills are vital. Supervision is received from the Circulation Supervisor or Library Director.

### **Job Duties**

- Staff the circulation desk at the main library as scheduled.
- Circulate library materials to the public using the automated circulation system to record all materials charged out and returned.
- Add, delete and update information in the patron information database and prepare new library cards when needed.
- Collect and record fines, lost book charges, other fees and payments against patrons' accounts in the database.
- Apply barcodes to library materials and add or withdraw items from the Otsego County Library collection database.
- Sort books and materials and forward them to appropriate locations.
- Answer telephone calls, assist callers and/or forward calls to appropriate persons.
- Explain Otsego County Library procedures and policies to patrons.
- Respond to and resolve patron complaints or misunderstandings, or make referral to other staff as appropriate.
- Assist patrons with operating the photocopier and other Otsego County Library equipment and computers.
- Set-up and close the circulation desk.
- Performs related duties as assigned.

### **Minimum Qualifications**

- High school diploma; additional education/training preferred
- Proficient in the use of computers and technical equipment.
- Some knowledge of and interest in library materials.

## Skills Required

- Ability to communicate effectively in friendly and courteous manner.
- Ability to work independently with accuracy and attention to detail.
- Clerical work experience preferred.
- Customer service work experience preferred.
- Word processing and/or data entry experience or training, with sufficient skills to effectively access and utilize the Otsego County Library's computerized information systems and circulation system.
- Ability to learn library practices and procedures, including the use of the Dewey Decimal System.
- Accurate math and clerical skills including the ability to properly maintain cash records and other operating forms and reports.
- Effective spoken and written (English) communication skills.
- Ability to develop and maintain effective working relationships with co-workers and the general public.
- Physical requirements include the ability to lift/move and carry Otsego County Library materials weighing up to approximately 40 pounds; to push book carts; and to stand, walk, bend and stoop for the majority of assigned shift.

**Wages/Benefits:** **\$13.50 per hour** plus prorated personal, vacation and holiday leave

**Hours:** Average of 25 hours per week, nights and weekends included

**Application:** **A cover letter and resume are required.** Please email to [librarydirectorotsego@gmail.com](mailto:librarydirectorotsego@gmail.com) or mail to: Otsego County Library, 700 S. Otsego Ave, Gaylord MI 49735

**Deadline:** **Friday, February 17, 2023 at 5 p.m.**

Please call Jackie Skinner, Library Director, for questions at (989)732-5841.