

The Monticello-Union Township Public Library is a service institution that seeks to inform, educate, entertain, and culturally enrich the community.

Monticello-Union Township Public Library Job Description

Title: Circulation Clerk Job Description
Status: Hourly
Supervision: Reports to Circulation Services Manager/System Administrator
Job Summary: Responsible for customer service operations at the main circulation desk.
Hours: Days and Evenings

Duties and Responsibilities

- Perform circulation desk duties, including, but not limited to, checking materials in and out, shelving materials, processing holds and registering patrons for library cards
- Answer patron reference, procedural and directional questions accurately either in person or on the telephone
- Assist and instruct patrons in use of library services
- Answer and direct telephone calls
- Maintain orderly behavior within the library
- Demonstrate exemplary customer service skills
- Assist patrons with computer questions, especially with Microsoft Word, Microsoft Publisher, Internet, and e-mail
- Remain willing to learn new technologies, including, but not limited to knowledge of all equipment used in duties
- Maintain and apply knowledge of library policy and procedure
- Attends and participates in staff, department, and other job-related meetings.
- Market upcoming programs and events
- Support library outreach efforts
- Work independently and in detail
- Work with patrons in an assistive, productive manner
- Maintains files accurately
- Support and contribute to library mission and goals
- Work to accomplish individual annual goals
- Must successfully pass annual tech competency exam
- Complete internal controls training on an annual basis
- Adhere to Staff Code of Ethics/Conduct
- Perform other duties as assigned
- Work remotely to complete assigned duties including alternative scheduling with online webinars, technology training, and at home projects during an executive stay-at-home order

Education, Experience, and Skills Required for Job:

- High school diploma or equivalent
- Make change and record money accurately and efficiently
- Honest, punctual, accurate, able to maintain confidentiality
- Organizational skills with the ability to effectively handle multiple projects
- Ability to work independently and in detail
- Basic keyboarding and computer skills
- Ability to perform physical tasks include lifting, bending and standing for long periods of time