



# **Parkersburg and Wood County Public Library**

## **Circulation Clerk** **(Library Assistant)**

### **Job Summary:**

This position involves customer service to library users by checking materials in and out, handling customer accounts and fine/fee transactions, producing fines reports, responding to customer inquiries by phone and in person, and providing other assistance within the library.

### **Minimum Qualifications:**

High school diploma or equivalent required. Relevant library experience desirable.

### **Required Competencies:**

- Ability to communicate effectively with staff and patrons, and interact with public in a consistent, friendly and courteous manner.
- Ability to establish and maintain effective working relationship with co-workers.
- Ability to learn and follow the general rules, regulations and procedures of the library system.
- Ability to understand and follow written and oral instructions.
- Ability to handle money and make change.
- Ability to work with limited supervision, pay attention to detail, and exercise sound independent judgment.
- Ability to withstand extensive standing while working.
- Requires physical agility and strength to bend, reach, lift and carry (up to 25 lbs), and push/pull loaded book carts when shelving materials.

### **Essential Duties:**

- Be a collaborative team member, sharing responsibility for building supervision, working towards ensuring the proper maintenance and organization of the library and its collections, and in helping the library provide a welcoming, comfortable, and safe place for the community.
- Provide prompt, knowledgeable and courteous service in answering circulation, directional, basic reference questions, handling telephone calls and routing messages.
- All of the following circulation functions: checking in and out library materials, renewing items, contacting patrons for holds, collecting fines and fees, retrieving items from the book drop, registering patrons in an accurate and timely fashion and performing routine library computer functions.
- Doing one's part to help maintain proper organization of the library, including shelving items in the proper place and order, shelf reading to insure the collection's accuracy, and processing hold, recall and loan transactions for branch libraries.
- Assist patrons with library equipment and related software (Copier, Microfilm Reader/Printers, and Computers).
- Clean and repair library materials as needed.
- Learning and assisting with opening and closing procedures.
- Flexibility to work on weekends and nights when needed.
- Required to perform all other duties as assigned.