

	Position Description Staff
Title:	Clerk I– Circulation and Support Services
Department:	Circulation and Support Services
Job classification:	Clerk I/ Regular
FLSA status:	Nonexempt
Employment status:	Full time / Part time
Hours / week:	40 / 24 / 16
Pay grade:	
Supervisor's title:	Circulation and Support Services Manager
Supervises direct reports:	No
Last revision:	August 2023

MISSION

Bellevue Public Library's Mission is to provide access to resources, opportunities, and facilities that support and enrich lifelong learning and leisure in the Bellevue community.

GENERAL SUMMARY

The Clerk I– Circulation and Support Services performs check-out and check-in of library materials, may re-shelve library materials returned to the department, and performs all duties associated with the circulation of library materials.

JOB DUTIES

Circulation and Materials Management

1. Assist patrons with circulation services in Circulation Services department.
2. Check in/ out and renew library materials in Circulation Services and other departments as needed.
3. Coordinate bulk loans to and from community and library agencies.
4. Monitor the delivery of periodical subscriptions.
5. Coordinate interlibrary loan searches and procedures.
6. Shelf and retrieve materials as required.
7. Unpack delivery and mail: route items to appropriate departments.
8. Reserve library materials and make follow-up contact with patrons.

Patron Assistance and Technology Support

9. Answer and route incoming telephone calls.
10. Issue new and replacement library cards; assist with registration forms.
11. Assist patrons with basic reference and directional questions.
12. Perform voter registration.
13. Assist with Golden Buckeye Card registration.
14. Assist patrons with technology, including computers, photocopiers, electronic readers, digital devices, fax, etc.

Additional Duties and Responsibilities

15. Open and close the Circulation Services department and other departments as needed.
 16. Assist in monitoring and maintaining the display areas.
 17. Attend and participate in job-related meetings and webinars.
- Other duties as assigned.

PERSONAL AND PROFESSIONAL ATTRIBUTES

All Bellevue Public Library employees are expected to actively listen and exercise sensitivity when working with others, display common sense and good judgment in business transactions, actively promote the Library to the public, uphold the highest level of honesty and integrity, and represent the Library in a positive and professional manner at all times.

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| 1. Adaptability | 5. Innovative |
| 2. Communication | 6. Patron Awareness |
| 3. Customer Service | 7. Problem Solving |
| 4. Ethical | 8. Teamwork |

GENERAL REQUIREMENTS

Along with the commitment and desire to provide excellent service to library patrons, all Bellevue Public Library employees must have the ability to comprehend and follow Library policies and procedures as established by the Board of Trustees and develop and maintain positive working relationships with all internal and external stakeholders.

Employees must also be able to develop an awareness of Library-wide operations, communicate in the English language, satisfactorily perform all responsibilities of a specific job title, meet the physical requirements of that same job title, have the ability to work according to the priorities established by the supervisor, adapt to change and exercise good judgment at all times.

CORE TECHNOLOGY REQUIREMENTS

All Bellevue Public Library employees must have a basic understanding of web browsers, be able to perform basic internet searches, and perform simple searches on the Library's online catalog.

In addition, they must also have a demonstrated understanding of basic computer skills, a demonstrated knowledge of the Library's web site, digital resources, computer equipment, the ability to use e-mail and, the ability to use a word processing program, and MSExcel or other spreadsheet program.

EDUCATION

- Education: High School diploma or equivalent is required.
- Certifications or licensure: None

EXPERIENCE

- Years of relevant experience: 1 or more years is preferred.
- Years of experience supervising: None
- Working knowledge of library resources, materials, and services is preferred.
- Experience performing clerical duties is preferred.
- Experience serving and assisting customers is required.
- Basic keyboard / typing skills required.

PHYSICAL DEMANDS AND WORKING CONDITIONS – MODERATE

1. The work environment involves everyday risks or discomforts that require normal safety precautions typical of offices, which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations.
2. The noise level in the work environment is usually moderate.
3. This position is performed in an office setting although off-site meetings in various settings occur.
4. Lifting moderate objects up to 50 pounds and carrying them short distances [50 feet or less] is required.
5. Must be able to push/ pull a cart of materials weighing up to 100 pounds.
6. Will require working irregular hours, including evenings and weekends.
7. No local travel by personal automobile is required.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description. Reasonable accommodations will be made for persons with disabilities covered by the Americans with Disabilities Act [ADA] in accordance with its requirements.