

Southern Lehigh Public Library
3200 Preston Lane
Center Valley, PA 18034
610-282-8825 www.solehipl.org

Position: Circulation Desk Clerk

Position Status: Non-exempt

Reports to: Library Director, Circulation Desk Manager

Position Summary:

Under the supervision of the Library Director and the Circulation Desk Manager, the Circulation Desk Clerk is primarily responsible for providing a broad spectrum of library service to patrons at the Circulation Desk. Other duties may be assigned as needed.

Note: Employees are expected to perform all responsibilities outlined in the job description. Responsibilities highlighted with an asterisk* are considered non-essential duties and would offer an opportunity for making reasonable accommodation should an employee qualify due to a disability. All other responsibilities are essential to the position.

General Responsibilities

• **Public Services**

- Circulation Desk – check in/check out items, register new patrons, renew and/or update library cards, calculate and accept lost/damaged item payments, assist with hold requests, assist with interlibrary loan requests, accept donations of items for book sale room, accept payment for items sold in book sale room, assist patrons with program registration and accept payment as needed, and monitor printer and copier management software using SPARK ILS, LPT1 Print Management software, and Microsoft Office 2010 software.
- Reference Assistance – assist patrons in securing requested information, have a basic working knowledge of print and electronic resources, assist patrons with Internet searches, provide reader's advisory services.*
- Customer Service – maintain excellent level of customer service at all times, uphold mission of library, support and promote FSLPL and library programs, follow policies and procedures as set forth by the Board of Directors and Library Director.
- Technology – assist patrons with use of computers including printing, saving information to flash drive, accessing email, accessing websites, accessing wireless network, registering online for programs, downloading electronic books and audios.

• **Clerical Services**

- Telephone – answer telephone and take messages when scheduled at circulation desk.
- Open and close the library and perform associated procedures as needed.
- Keep outdoor portable sign boards up-to-date with advertising of library hours, events, services; consult with Director and/or Children's Programming Librarian to determine content of signs.
- Assist with set-up and take down of equipment for programs scheduled in the meeting rooms.
- Staff Meetings – attendance at monthly staff meetings is required.
- Participation in continuing education opportunities, such as workshops, seminars, and conferences at the request of the Director. Employees may also request the Director's permission to attend educational opportunities.*
- Other duties as assigned.

Qualifications

- High school diploma required; enrollment in or recent graduation from a two-year or four-year college or university program or graduate degree program majoring in Library & Information Science or related degree preferred; previous work or volunteer service in a public library preferred.
- Requires excellent computer skills, proficiency with Windows 10, Google Suite, and Microsoft Office Suite, especially Word, Publisher, Access, and Excel, social media apps, and experience using the Internet for research purposes.
- Previous experience using a library automation system preferred; familiarity with SPARK especially helpful.
- Requires excellent communication/interpersonal skills (listening, speaking, and writing) to a diverse population with varying skill sets; customer service experience very helpful.
- Must be able to stand for up to 4 hours at a time.
- Must be able to walk, kneel, bend, and reach.
- Must be able to push a wheeled library cart of books weighing up to 75 lbs. and lift library materials and equipment weighing up to 25 lbs.
- Must be able to operate a keyboard, mouse, and scanner; read a computer screen.
- Requires good organizational skills and ability to prioritize workload effectively.

- Pennsylvania Child Abuse History Clearance, Pennsylvania State Police Criminal Record Check, and Federal Bureau of Investigation (FBI) Criminal Background Check are required before employment begins.

Schedule & Benefits

- Part-time; 25 hrs/wk; \$15.00/hr.; scheduled work periods will require weekday, evenings and some Saturday hours; occasional flexibility is helpful.
- Two-week grace period allowed for overdue items checked out to employees before fines begin to accrue.
- Optional participation in 403b Retirement Plan with Integrity Wealth Partners; employee contribution only.
- Vacation/Sick/Personal/Holiday time allotted as described in Personnel Manual.

Application Process: Send letter of interest and resumé that includes contact information for 3 professional references to Library Director Lynnette Saeger at Isaeger@solehipl.org; no telephone calls or visits accepted.