

**WILLOUGHBY-EASTLAKE PUBLIC LIBRARY
BARGAINING UNIT POSITION**

JOB CLASSIFICATION: Circulation Support Staff

POSITION SUMMARY: Responsible for performing circulation duties while providing a high level of customer service.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Meets and exceeds customer expectations by competent, attentive, friendly and professional customer service in accordance with the WE Care program standards
- Performs circulation activities, including checking in/out, transiting and renewing materials
- Processes library card applications and updates borrowers' records
- Collects and maintains requested materials including notifying borrowers of items on reserve
- Accepts U.S. Passport applications (currently Willoughby and Willowick)
- Handles agency's monies
- Processes, inventories and maintains periodicals
- Withdraws items from database
- Assists in maintaining appearance and cleanliness of the library
- Processes miscellaneous reports and compiles statistics
- Maintains office supplies for the building
- Assists with opening and closing procedures
- Assists patrons in the use of library equipment
- Delivers home delivery materials, as required
- Attends workshops, conferences and meetings
- Performs other clerical and public service duties as deemed appropriate or necessary by the Head of Circulation, Circulation Manager or the Building Manager, including Page duties

QUALIFICATIONS:

- High School diploma or equivalent
- Prior customer service and computer experience in a library setting preferred

KNOWLEDGE, SKILLS, ABILITIES:

- Ability and willingness to learn and perform routine library procedures
- Ability to follow direction
- Familiarity using personal computers
- Good communication and interpersonal skills
- Must have good organizational skills and be able to meet deadlines
- Ability to work days, evenings, and weekends as required
- Obtain U.S. Passport acceptance certification (currently Willoughby and Willowick) (can be obtained after hire)

EQUIPMENT AND EFFORT REQUIRED:

- Must have a reliable means of transportation to fulfill duties of the job
- Ability and manual dexterity to perform repetitive tasks, operate office equipment, and process library materials
- Ability to move items and materials up to 40 pounds in weight
- Prolonged periods of sitting, standing, walking, bending, stooping, and/or lifting may be required