LIBRARY CIRCULATION ATTENDANT I

JOB CODE 01550

Effective Date: 08/11

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform customer service and clerical work at a circulation desk in either the Central Library or one of the branch libraries. Employees in this class have frequent contact with the public by phone and in person and assist library users in obtaining library cards, paying library charges, and checking materials in and out of the library. Detailed instructions are given during the initial stages of employment, but after employees learn the proper procedures they work with independence. Work is performed under the general supervision of a Library Clerical Supervisor, Librarian II or Librarian III, but some positions are unsupervised during a significant portion of the work week due to extended service hours.

ESSENTIAL FUNCTIONS:

- Checks library materials in and out using a computer and assists library customers with using the self check-out machines;
- Enters customer information and transaction records accurately into a computer database using a keyboard or scanner;
- Inspects incoming materials for damage and completes item damage form;
- Inspects library customers’ identification, explains library card rules and policies, and issues library cards;
- Searches library customers’ records and notifies customers of overdue and lost books;
- Answers library customers’ questions regarding circulation policies, and refers customers to appropriate staff person when professional assistance is necessary;
- Processes hold requests and interlibrary loan materials for library customers;
- Balances cash drawer by reconciling daily cash reports and following written procedures for submittal;
- Processes cash deposits;
- Performs routine opening and closing duties at the circulation desk;
- Searches for lost or misplaced library materials;
- Investigates and resolves circulation problems in a timely manner;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.
City of Phoenix

Required Knowledge, Skills and Abilities:

Knowledge of:

- Library circulation system and procedures.
- Business English and spelling.
- Basic arithmetic (addition, subtraction, multiplication, division).
- Customer service principles and techniques.

Ability to:

- Communicate in the English language by phone or in person in a one-to-one setting.
- Operate a personal computer or keyboard device in order to enter or retrieve information.
- Make simple arithmetic calculations with speed and accuracy.
- Understand and follow oral and written instructions.
- Make continuous or repetitive arm-hand movements, such as checking in books and operating a computer keyboard or scanner.
- Bend or stoop repeatedly over time.
- Move light objects (less than 20 pounds) short distances (20 feet or less).
- Push a wheeled cart weighing up to 250 pounds across 70 feet of carpeted floor.
- Learn job-related material primarily through oral instruction and observation which takes place mainly in an on-the-job training setting.
- Remain in a standing position for extended periods of time.
- Work cooperatively with other City employees and the general public.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

One year of library clerical experience and one year general clerical experience, including experience serving the public and demonstrated typing skills, or one year experience at the level of Library Clerk I. Other combinations of experience and education that meet the minimum requirements may be substituted.