Mansfield/Richland County Public Library

VACANCY POSTING & JOB DESCRIPTION

Circulation Clerk

Applications will be accepted until 5:00 p.m. on Tuesday, November 3, 2026.
Complete an online application on our website: www.mrcpl.org/about/employment
Application forms are also available and accepted at all MRCPL locations.

This is a 20 hour per week position. Must be able to work a flexible schedule including days, evenings and weekends.

Reports to:	Circulation Services Coordinator	**FLSA Status:**	Non-exempt
Pay Grade:	12; $15/hr to start	**Location:**	Main Library

Positions Supervised: None

POSITION SUMMARY: Under direct supervision of the Circulation Services Coordinator, the Circulation Clerk performs a variety of tasks related to the circulation of materials according to specific needs and established procedures including assisting customers, checking items in and out, working with the library's circulation system to issue library cards and edit customer accounts, and processing and shelving materials.

QUALIFICATIONS:

1. High school diploma or equivalent
2. Clerical work experience, with knowledge of general office practices and experience using basic office equipment is preferred
3. Willingness to work with the public
4. Experience working both independently and in a team environment
5. Basic computer skills and ability to use Microsoft Office, internet and email
6. Ability to read, write, speak and understand English
7. Ability to count money and provide accurate change
8. Reliability and above average work attendance with ability to work flexible schedule including day, evening and weekend hours
9. Physical requirements: Engage in extended periods of sitting, standing, walking, bending, stooping, kneeling, twisting/turning and stretching to shelve materials throughout the library on shelves of varying heights from above shoulders to below knees. Engage in intermittent periods of climbing stairs, typing and viewing computer monitors, lifting and carrying equipment and materials occasionally weighing 40 – 60 pounds and pushing loaded book carts weighing 75 - 100 pounds or more on tile or carpet. Must be able to use hands and fingers to grasp, handle and manipulate materials and operate tools and controls, including computers, phones and office equipment. Occasionally required to get on hands and knees

to look for materials that have fallen under the shelves or use stool 14 ½ inches from ground to reach upper shelves. May be required to climb a step ladder occasionally and sweep, mop or run vacuum.
10. Favorable results of pre-employment background check.
11. Reliable transportation in order to meet work requirements.
12. Required at time of hire: proof of eligibility to work in the United States.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of Library and departmental policies, procedures and operations, including emergency response (acquired after hire)
2. Knowledge of safe work practices and safe lifting techniques (acquired after hire)
3. Knowledge of Dewey Decimal System and alphabetization principles (acquired after hire)
4. Advanced knowledge of online circulation system and related policies and procedures (acquired after hire)
5. Ability and willingness to interact frequently and professionally with customers, in person and via phone.
6. Ability to sort, file and read numbers and letters alphabetically and numerically
7. Ability to analyze and solve problems
8. Ability to accurately count and manage customer payments
9. Ability to use a variety of general office equipment and machinery
10. Ability to simultaneously manage duties and complete work with multiple interruptions and distractions
11. Ability to actively listen and communicate clearly with a diverse customer base
12. Ability to understand and follow specific instructions, both verbal and written
13. Ability to work independently in the absence of close supervision
14. Ability to prioritize work and efficiently carry out assigned tasks and projects
15. Ability to perform tasks in areas where seating is not provided, unless reasonable accommodation is requested
16. Ability to remain mentally alert, focusing attention on detail and accuracy
17. Skill in exhibiting an attitude of professionalism including tact, good judgment, dependability, and courtesy

ESSENTIAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Consistently provide superior customer service.
2. Exhibit professional, courteous and approachable demeanor at all times.
3. Handle multiple interruptions at once, sustaining productivity and accuracy.
4. Maintain confidentiality of customer records in accordance with Library policy and Ohio law.
5. Using good judgment and common sense, deal tactfully and professionally with customers to resolve issues, based on Library policies and procedures, to the best interest of the Library, staff and public.

6. Provide direct service to customers by checking materials in and out and renewing such materials.
7. Follow departmental procedures and address issues related to them.
8. Issue new and replacement Library cards, completing paperwork associated with the cards and utilizing the circulation system.
9. Provide customers with general information about the library, referring them to appropriate departments as needed.
10. Assist customers with questions regarding their library accounts and resolve most issues according to Library policy and with customer service in mind.
11. Collect fines and payments for lost or damaged materials, issue refunds as appropriate, and accurately make change as needed.
12. Operate credit card machines for payments from customers.
13. Assist customers in the use of copier, self checkout machine, and any other departmental equipment.
14. Provide basic directional assistance to customers.
15. Contribute to bulletin boards and displays as assigned.
16. Evaluate returned materials for damage for repair or charges to customers.
17. Process materials from book drops, as assigned.
18. Receive and distribute daily delivery materials, including performing related paperwork and other tasks.
19. Quickly and accurately, sort and arrange materials in appropriate sequences, load carts for shelving and shelve items in proper locations as assigned.
20. Perform all procedures associated with materials reserved by customers.
21. Assist with maintaining the quality of all library items, including inspecting, cleaning, evaluating, and resolving issues with those items.
22. Maintain various paper files, as assigned.
23. Assist with opening and closing procedures, as assigned.
24. Work Sunday rotation at Main Library.
25. Record daily, weekly, monthly statistics, as assigned.
26. Maintain regular and predictable attendance.
27. With reasonable accommodation, meet the physical requirements and perform essential tasks and responsibilities reliably within 6 months of on-the-job experience and training.

ADDITIONAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Adhere to, support and effectively implement Administration and Board policy, procedures and core values
2. Make announcements using the public address system.
3. Make occasional recommendations for titles to be added to the collection.
4. Straighten lobby area and use HOKY floor sweeper as needed.
5. Search shelves for missing items or materials claimed to have been returned.
6. Shelf read, shift materials, straighten and/or dust as assigned.
7. Occasionally make minor repairs to damaged items.

8. Contact customers regarding items damaged or missing from returns.
9. Assist in the Resource Sharing Department.
10. Assist with special projects as needed
11. Occasionally assist with staff training.
12. Attend meetings as scheduled by the Circulation Services Coordinator.
13. Attend Staff Development Day, and additional workshops and seminars as assigned.
14. Perform additional tasks as required by the upward chain of command, which moves from the Circulation Clerk to the Circulation Services Coordinator to the Deputy Director to the Director.