



Job Title: Circulation Clerk – Hartsville Branch
Department: Darlington County Library System

The intent of this listing is to give a general indication of the level of difficulty and responsibility of this position. The Circulation Clerk is a dynamic, creative, innovative, outgoing, positive, and flexible individual who is willing to meet and engage the residents of a diverse community, provide exceptional customer service, and create an outstanding library. Excellent communication skills, a passion for working with people, and a love of libraries and technology are essential.

Job Summary

The Circulation Clerk position requires performing all activities of the circulation department of the Hartsville location of the Darlington County Library System. This position reports to the Branch Manager.

Essential Functions

1. Provide uniformly gracious and friendly service to all customers.
2. Develop and maintains effective and friendly working relationships with customers, community organizations and agencies, and vendors.
3. Handle customer inquiries, requests, suggestions, complaints, and disputes in a courteous, polite, nonjudgmental, and professional manner.
4. Perform all aspects of circulation activity at the circulation service desk as required, such as:
 - a. Perform all circulation duties, maintain the reserve materials system, register customers, inspect materials for damage, emptying the book drop, and assess and receive fine and fee monies.
 - b. Prepare materials to be shelved, shelve materials as need, and maintain neat and orderly shelves.
 - c. Handle all functions of overdue materials including searching shelves and contacting customers.
 - d. Appropriately respond to in-person, telephone, e-mail, and other communications.
5. Maintain the necessary technological expertise and skills required to use the Library electronic circulation system.
6. Understand and enforce the Library's policies and procedures, while safeguarding the confidential and restricted information of customers and Library personnel.
7. Assist in developing, implementing, and evaluating program and service goals for the department.
8. Assist customers with a variety of services including locating items, responding to general inquiries, providing information, instructing customers in the use of library equipment, maintaining the reserve book system, assessing fines and receiving



monies for fines and copies, performing circulation duties including checking in and out books and other materials.

9. Utilize various types of machinery and equipment including computers, Online Public Access Catalog (OPAC), microfilm reader, copier, fax machine, cash register, receipt printer, & general office machines.
10. Complete special assignments related to Library operations as directed.
11. Watch for and identify products/services that may improve Library programs, services, and/or cost effectiveness of existing programs and services.
12. Reports to the Branch Manager.

Qualifications

1. Is able to meet the public well and handle directional/informational inquiries intelligently.
2. High school graduate or GED and basic computer skills required.
 - a. Associate or bachelor degree preferred.
 - b. Library and/or office experience preferred.
 - c. Any equivalent combination of training and experience which provides the required skills, knowledge, and abilities.
3. Has or can readily acquire knowledge of public library computerized circulation procedures and regulations (Polaris)
4. A criminal background check will be completed on selected applicant if a current one (less than 3 years old) is not on file.
5. Must possess a valid driver's license.

Requirements

1. Language, Communication, and Numerical Aptitudes
 - a. Read and understand a variety of documents and reports.
 - b. Communicate effectively with co-workers, supervisor, other county employees, patrons, etc. with poise, voice control, and confidence.
 - c. Knowledge and command of vocabulary, punctuation, spelling, grammar, and correct word choice for clear communication.
 - d. Record and deliver information.
 - e. Follow verbal and written instructions.
 - f. Utilize mathematical formulas, add and subtract totals, multiply and divide, utilize decimals, and determine time and weight.
2. Physical Requirements
 - a. Coordinate hands and eyes in utilizing office equipment and other objects in the library environment.
 - b. Operate a variety of automated office machines which may include but is not limited to computer, copier, OPAC, etc.
 - c. Ability to lift up to thirty-five pounds. Exert up to thirty-five pounds of force and/or to push, pull, or otherwise move loaded book trucks or other such objects.



- d. Requirements are in excess of sedentary work; position involves walking, standing, reaching, stooping, bending, climbing, balancing, etc.
- e. Maintain regular and reliable attendance. Work a flexible schedule that includes working evenings and weekends (Saturday and Sunday) as assigned.
3. Interpersonal Temperament
 - a. Ability to deal effectively with people in a variety of circumstances, some of which can be stressful.
 - b. Must be adaptable to performing with maturity and fairness when confronted with disagreements or criticism.
 - c. Able to handle an emergency calmly and reassuringly.
 - d. Must be flexible to multi-task to answer needs of several persons at once.
4. Additional Duties as Assigned
 - a. The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by an individual working in this job.
 - b. Employees may be requested to perform job-related tasks other than those specifically presented in this description

Salary

Part-time / Up to 29 hours per week / \$11.69 per hour / no benefits

Apply in the Darlington County Administrator's Office, 1 Public Square, Room 210 (Courthouse), Darlington, SC 29532 or obtain an application online at www.darcosc.com; then mail to above address or email to gwinburn@darcosc.net

RESUMES WILL NOT BE ACCEPCTED WITHOUT A COMPLETE APPLICATION

AN EQUAL OPPORTUNITY EMPLOYER COMPLY WITH ALL FEDERAL AND STATE LAW AS THEY APPLY TO EMPLOYMENT