

Library Clerk

Definition

Under the supervision of the Library Director, the Library Clerk performs tasks relating to circulating library materials, registering users, and general patron assistance. Deals responsibly with patron problems and emergencies to maintain a safe and pleasant work environment.

Qualifications

- A. Minimum age 18 years.
- B. High School Diploma (or equivalent) and/or previous customer service experience preferred.
- C. At least one-year experience in a public contact position.
- D. Position requires day and weekend hours.

Hours

Mondays 10 am – 1 pm | 2 Saturdays a month | Subbing for other staff between the hours of 10 am – 8 pm | Training and staff meetings

OR

Tuesdays 1 pm – 4 pm and Fridays 10 am – 1 pm | 2 Saturdays a month | Subbing for other staff between the hours of 10 am – 8 pm | Training and staff meetings (Tuesday hours are 10 am – 1 pm in the summer months)

3 – 8.5 hours per week, but can be more when subbing.

Wages start at \$12.24 per hour.

Responsibilities and Duties Include:

- A. Provides friendly, courteous, and accurate service to all users.
- B. Maintains neatness of public areas and personal space visible to the public.
- C. Regularly works the Circulation Desk performing all circulation tasks, including, but not limited to check-in, checkout, interlibrary loan, and renewal of library materials, issuance of library cards, shelving and facing materials, and answering and routing incoming phone calls.
- D. Answers general library, procedural, and directional questions from patrons. Answers reference questions when needed, refers other patron queries to appropriate staff.

- E. Processes out of system interlibrary loan requests and places patron holds.
- F. Assists patrons with using the public access computers.
- G. Assesses damaged library materials and repairs as needed.
- H. Processes overdue notices and related patron communications.
- I. Assures accurate library shelving of books and periodicals by shelf reading and reshelving, as necessary.
- J. Compiles a variety of statistics concerning library usage and book circulation and maintains library records.
- K. Performs routine book/materials processing including, but not limited to, creating spine labels and covering books.
- L. Understands and implements library procedures and policies while safeguarding confidential and restricted information.
- M. May assist or implement programming under the supervision of the Library Director and Library Assistant.
- N. May maintain the display cases schedule and community room schedule, including assisting any group using the room.
- O. May coordinate set up and take down of the community room.
- P. Other duties as assigned.

Knowledge, Skills, and Abilities

- A. Ability to deal courteously and diplomatically with patrons and colleagues.
- B. Basic knowledge of circulation practices, procedures, and technologies.
- C. Ability to take initiative and use good judgment in making decisions and referring questions.
- D. Ability to remain calm in difficult situations.
- E. Knowledge of Microsoft Office and similar software programs.
- F. Accurate keyboarding skills.
- G. Ability to prioritize work, meet established deadlines, and attend to detail as appropriate.
- H. Ability to follow tasks to completion.
- I. Ability to communicate effectively, both in writing and orally.
- J. Ability to navigate and search the Internet.
- K. Ability to bend, stoop, lift, and carry items up to twenty pounds.
- L. Ability to use general office equipment.