

Job Description **Library Clerk**

I. Definition:

Performs basic customer service and circulation desk tasks; performs data entry and basic cataloging functions in the library's catalog; performs a variety of other duties in support of library services including basic reference and patron assistance.

II. Supervision received and exercised:

Receives supervision from the Library Director or the Assistant Director.

III. Examples of Duties - Duties may include, but are not limited to:

A. Public service duties:

- * Charges and discharges library materials according to current operating procedures, assesses for damage, makes appropriate adjustments to item or patron status, receives payments for service charges and lost or damaged items, prepares materials for shelving.
- * Registers library patrons for library cards, explains library policy and procedures, location of available materials and equipment, and programs of interest.
- * Responds to and/or refers questions concerning library policy and procedures.
- * Prints and prepares overdue notices for mailing.
- * Collects fines and fees.
- * Processes requests for library materials, searches local collection and other bibliographic databases, places holds as appropriate.
- * Answers telephone, refers calls to appropriate persons, takes messages.
- * Assists patrons in use of library and equipment, including computers.
- * Schedules Konnie Room and Conference Room, takes signups for workshops and programs.
- * Answers basic reference questions and refers more complex questions to other staff.
- * Raises awareness of current programs for youth and adults through printed materials and verbal promotion.
- * Provides readers' advisory to patrons who request it.
- * Manages patron computer use, including scheduling.
- * Performs opening and closing routines.

B. Technical services duties:

- * Shelves or files library materials and maintains or rearranges stacks as needed.
- * Tabulates daily statistics and circulation data, performs daily computer backups.
- * Assists with inventory of library materials.
- * Enters data into the library's on-line public access catalog on a limited basis.
- * Maintains patron database.
- * Operates a variety of office equipment.
- * Assists with physical processing of new materials.
- * Maintains current magazine issues on shelf and in library database.
- * Prepares bookmarks and other informational documents for ongoing supply.
- * Researches long overdue reports.
- * Reads and responds as necessary to library staff email and messages from online catalog.

C. Training duties:

- * Learns basic operation of the library's automated circulation and catalog system.
- * Learns basic operation of the library's on-line public access catalog.

- * Learns basic operation of the library's copier and fax machine.

D. Other duties:

- * Participates in library meetings and committees as authorized.
- * Makes copies for Director as assigned.
- * Serves as backup for Inter-library loan duties.
- * Performs other duties as assigned.

IV. Qualifications:

A. Knowledge of:

- * Library systems, principles, policies, and procedures.
- * Working knowledge of computers, email and Internet.

B. Ability to:

- * Perform computer data entry.
- * Physically perform required duties.
- * Perform basic computations.
- * Communicate effectively and courteously with library staff and the public in person and on the phone.
- * Learn assigned tasks readily and adhere to prescribed routines.
- * Follow oral and written instructions.
- * File library materials.
- * Read, write and speak English.

C. Experience and training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. Typical ways of obtaining the knowledge and abilities would be:

- High school diploma or GED equivalent.
- 1 year of general office experience.
- 2 years of computer experience preferred.

Prior customer service work preferred.
Knowledge of Spanish preferred.

V. Performance Reviews

Performance and contribution to the job and other characteristics will be formally reviewed at the end of the probation period and annually thereafter.

VI. Physical requirements

Work is performed in clean, well-lighted space. Involves frequent standing/walking

1. In a work day an employee may:
 - a. Stand/Walk 6-8 hours
 - b. Sit 1-2 hours
2. Employee may use hands for repetitive:
 - a. Single grasping
 - b. Pushing and pulling
 - c. Fine manipulation
3. Employee may need to:
 - a. Bend moderately
 - b. Squat moderately
 - c. Lift frequently
4. Lifting: Medium work – Lifting 40 pounds occasionally.