

Job Description

Library Clerk

Overview of Position:

Under the supervision of the Director, perform routine and repetitive tasks in public services and technical services. This includes circulation functions, customer service, and materials handling, maintaining materials in the library collection, and assisting in other support tasks.

Duties/Examples of Work:

Customer Service

- Serve at the circulation desk: check materials in and out; maintain and create library patron records; handle overdue inquiries; claim return and lost book payments; assist patrons with circulation related problems; and other tasks as assigned.
- Instruct library customers in the use of existing and emerging technologies, including: desktop computers, computer programs, web browsers, email providers, eReaders, laptops and tablets.
- Provide assistance to customers relating to use of the library, its materials and equipment, and resources
- Offer user support services, such as lap-top check out, program registration, and meeting room reservations.
- Provide reader's advisory, reference, and other patrons assistance services
- Contacts patrons via telephone or email as needed.
- Collect fees for copies, printing, donations, etc.
- Assist with library programs

Collection Maintenance

- Sort and process library materials returned by patrons, from deliveries and requests by other libraries
- Assist with the development and maintenance of library databases and provide data entry as needed
- Shelve, straighten and maintain order in the collections and with library materials
- Assist with preparing materials for addition and deletion from collections
- Perform alphanumeric sorting and filing tasks
- Perform variety of clerical functions as assigned

Other

- Perform general operational procedures: open and close the library; proctor exams; answer the telephone; assist patrons using in-house public computers; and other tasks as required.
- Maintain library public area in clean and orderly fashion by maintaining displays, cleaning computer terminals and other general cleaning and/or organizing tasks
- Assist with library programs, publicity materials, and displays

Knowledge, Skills, and Abilities:

- Knowledge of basic computer functions, basic math skills, and standard office procedures.
- Working knowledge of community events & services as relates to questions handled at the circulation desk.
- Working knowledge of English grammar and spelling.

- Ability to effectively present information and respond to questions from patrons.
- Ability to understand and perform assigned library procedures and apply library policy.
- Strong customer service skills.
- Ability to maintain confidentiality of library patron information.
- Ability to work independently and as a team, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
- Ability to understand and follow detailed verbal and written instructions.
- Ability to work quickly, efficiently, and accurately
- Ability to perform moderately heavy physical work.
- Ability to sort efficiently in alphabetic, numeric or alphanumeric order, and to develop a working understanding of the Dewey Decimal and other systems of library materials arrangement.
- Possess good interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, peers and supervisors.

Physical Demands of the Position:

- Sitting, standing, walking, stooping, kneeling and crouching.
- Bending/twisting, reaching and feeling.
- Climbing: ascending and descending a footstool and a 6' ladder
- Handling: picking up and shelving books.
- Repeatedly lifting and carrying: 50 pounds or less.
- Pushing and pulling: objects weighing 200-300 pounds on wheels.
- Vision: reading down to the ground and up to 80 inches in height with the aid of a footstool and reading faded type, font size 12 or smaller on item labels.

Typical Qualifications:

- Minimum 16 years of age
- Customer service experience preferred