

LIBRARY CLERK

Position Title: Library Clerk

Accountable to: Assistant Library Director

Qualifications: The library clerk must be personable, friendly, and enjoy working with the public. Typing proficiency and technology expertise are required. A high school diploma or the equivalent is required. Some college coursework is preferred. The position requires two years of library, customer service or equivalent work experience and a high degree of technology skills as well as fast and accurate data entry. **Library clerks must be able to work evenings and weekends.**

Position Description: Work involves performing a variety of circulation and clerical procedures, assisting patrons in the use of library services and technology, and various related clerical duties.

Characteristic Duties and Responsibilities

The primary responsibilities are to serve library users at the circulation or help desks with friendliness, patience, and proficiency and to expedite searching for library materials by shelving them in proper order.

- Register borrowers, check items in and out, collect fines and fees, answer reference questions using a variety of resources.
- Assist patrons with finding materials, place hold requests.
- Tactfully manage patron problems.
- Take ongoing training in the use of the library's Polaris software when offered.
- Assist patrons in the use of computers, e-readers, tablets, library databases and the library system catalog.
- Maintain the confidentiality of patron records.
- Accept donations of books and other library materials.
- Check in shipments and sort items for processing.
- Attend staff meetings, continuing education workshops, and training events.
- Treat everyone with respect; maintain a tranquil library environment.
- Perform other related duties as required.

Knowledge, Skills and Abilities

The Library Clerk Must Be Able To:

- Show close attention to detail.
- Smile and be kind to all who enter the library regardless of age, race, sex or appearance.
- Have excellent communication skills.
- Display tact and patience when dealing with the public.
- Maintain confidentiality.
- Be skilled in the use of current technology and able to assist patrons in its use.

- Perform clerical duties with accuracy, speed and attention to detail.
- Understand and follow written and oral instructions.
- Work independently and use good judgment in decision making.
- Work pleasantly and cooperatively with associates.
- Set priorities, handle multiple demands, be adaptable and flexible.

Equipment/Tools: Clerks will need to learn and use the following equipment: computers, copier/scanner/fax, public access catalog, tablets, e-readers, Roku devices, wi-fi hotspots and the library's AV equipment.

Environmental Conditions/Physical Skills

The library clerk must be able to do the following:

- Hear, comprehend, and respond to customers and employees, both in person and in telephone conversation.
- Have visual ability to see computer screen and read call numbers on books and other library materials.
- Manipulate computer keyboards and calculators.
- Lift and carry bags or boxes weighing less than 35 lbs. and maneuver book carts.
- Carry and shelve library materials and be able to bend and stoop to reach items.
- Perform repetitive hand motions for extended periods of time.

NOTE: This job analysis describes the nature and level of assignments normally given in this position and is not an exhaustive list of duties. Additional related duties may be assigned.