

Library Clerk

Job Summary - Assist patrons in the use of the library through circulation of library materials using an automated circulation system, library card registration, and general patron assistance. Provide competent and clear support services over the phone and at the circulation desk. Maintain library collection by shelving materials, keeping shelves in order, and cleaning audiovisual materials.

Reports to: Director, Assistant Director

Principle Responsibilities and Duties

1. Make eye contact, greet others sincerely, and speak in a friendly manner.
2. Perform full range of circulation desk duties including issuing library cards, checking materials in and out, placing materials on hold, collecting fines, answering the phone, and shelving materials.
3. Assist patrons in the use of the library, its materials, services and electronic resources.
4. Process inter-library loan (ILL) requests.
5. Input patron records from library card applications.
6. Assist in answering questions from patrons.
7. Clean and maintain the Audio Visual Collection.
8. Check new incoming materials against packing list and distribute to appropriate selectors.
9. Pre-process new library materials, if applicable.
10. Maintain clean, presentable library environment straightening tables, chairs, and material on shelves each work shift.
11. Record and coordinate use of Library Program Room and Quiet Rooms.
12. Be comfortable with and efficiently use the online public access catalog (Encore OPAC). Be able to explain, demonstrate and assist patrons in use.
13. Effectively use library equipment – fax machine, copier, scanner, DVD/CD polisher. Demonstrate professional telephone use and etiquette.
14. Effectively handle patron questions about library's policies, Wi-Fi, public access computers, and library's programs.
15. Demonstrate a clear understanding of a variety of electronic resources including eBook Readers and a willingness to assist patrons with questions regarding that technology.
16. Return material to the shelves and keep shelves in order; face shelves; push book shelf ends.
17. Uphold library policies and established procedures.
18. Uphold all confidentiality rights of the patron.
19. Selects materials to add to Library collection under supervision of Library Director, if applicable.
20. Attend staff meetings.
21. Cooperate as a team member with the library staff in performing duties assigned or essential to the achievement of efficient library operations.
22. Be able to lift up to 20 lbs. consistently.
23. In the absence of the Director, Assistant Director, or Library Clerk II - Cataloger, the Library Clerk with the most seniority will have supervisory responsibilities.
24. Other duties as assigned.

Knowledge, Skills and Abilities

1. Knowledge of basic computer operations and Microsoft Office Suite. Ability to learn automated circulation system
2. Knowledge of eBook readers
3. Basic research skills, ability to navigate and search the internet
4. Understanding of library shelving system, Dewey Decimal System
5. Ability to lift 20 pounds, push a cart of books, bend and stoop
6. Good communication skills, ability to answer questions effectively
7. Ability to remain calm in difficult situations
8. Ability to use general office equipment

Experience:

1. Some clerical work experience, use of computers
2. Customer service experience, preferably in a library setting

Board Approved 11-13-2017