

# Library Clerk

Position Classification: Part-Time Non-Exempt

Reports To: Library Director

Pay Scale: Minimum wage

## General Position Summary:

The Library Clerk supports and assists the Library Director in providing library services to the community. Specifically, the Library Clerk provides support for circulation, interlibrary loan, and shelving.

## Essential Functions/Major Responsibilities:

- Follow all library practices and procedures as outlined in library policy and job training.
- Maintain working knowledge of library services, practices, and procedures and be able to explain them to patrons and volunteers.
- Perform circulation and/or registration duties including but not limited to: checking materials in and out, issuing library cards, cash handling and shelving.
- Assist patrons in the use of computers, photocopier, and other equipment as necessary.
- Answer the phone, responding to inquiries and making referrals as appropriate.
- Perform basic custodial and maintenance tasks such as cleaning, shoveling light snow, etc. Alert Library Director to any facility needs.
- As in most jobs, the responsibilities of the Library Clerk often depend on his or her training and experience. Therefore, this job description may not necessarily include all the essential functions that may be assigned to this position based on the continuing needs of the organization.

## Secondary Functions:

- Under the guidance of the Director provide basic reference service by providing information, interlibrary loans and reserves, and facilitating informational requests concerning other sources of materials.
- Assist with processing of library materials.
- Assist with various clerical and secretarial tasks as assigned.

## Job Scope:

Performs circulation duties in conjunction with other staff within established parameters under the direction of the Library Director. Most circulation tasks are of a routine nature made within prescribed operating policies and

procedures, but some decisions must be made independent of these. Regular interruptions may occur. Mistakes or errors may result in poor patron and community relations, inability to locate or use library materials, and/or damage to the facility, all of which can have negative implications for the organization.

Supervisory Responsibility:

None.

Interpersonal Contacts:

Has regular contact with others both inside and outside the organization. The most common external contacts are library patrons, but also serves as point of contact for library vendors and Lake County staff. Internal and external interactions involve information exchange, including of private patron information, problem solving, negotiation, and customer service.

Contacts are made both at the employee's initiative and in response to other, with approximately 85% of the contacts made face to face and 15% over the phone. At least 70% of the contacts are with external patrons, and many of these involve the exchange of private patron information.

Required Skills and Abilities:

- Excellent interpersonal, communication, and customer service skills. Continuous or frequent communication with others in person or over the phone is required for circulation duties.
- Considerable ability to understand and follow written and oral instructions.
- Knowledge of or ability to learn Dewey Decimal Classification System and integrated library computer system.
- Basic to intermediate skill with various office software such as Microsoft Word, Microsoft Excel, email, and web browsers.
- Knowledge of or ability to learn the application of interlibrary loan procedures accurately and efficiently
- Ability to be organized and flexible in an environment with regular changes and interruptions.
- Ability to operate telephones, audio-visual equipment, computers, and various office machines.
- Basic typing/keyboarding skills.
- Ability to read, write, and understand English.
- Physical ability see, hear, and talk with library patrons.
- Physical ability to frequently sit, stand, engage in repetitive motions of the hands and arms, reach and manipulate objects, bend, and stoop or crouch. Continuous or frequent use of fingers and hands for keyboarding and manipulating objects is required.

- Physical ability to lift and move materials weighing up to 10 pounds on a regular basis and occasionally lift and/or move up to 30 pounds.
- Physical ability to shovel light snow and salt walkways.
- Visual ability to use close vision and the ability to adjust focus.

Education and/or Experience:

A high school diploma/GED is required, a bachelor's degree is preferred. Must have a valid driver's license and be able to pass a criminal background check. Significant experience as a reader of books is greatly preferred. Bilingual English/Spanish skills a plus.

Job Conditions:

Working conditions are a typical library environment for circulation duties, which is generally quiet and physically comfortable with very few hazards or obstacles. May be exposed to dust, some fluctuation in inside temperatures and electromagnetic radiation as in a computer screen. Collection development duties of selection may be performed from home. Some evening and/or weekend work is required. Occasional travel to other district locations is required.

The work characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.