



Library Clerk Job Description

Position Overview:

This position provides friendly, high quality customer service to Library patrons under the direction of the Library Director and supervisory staff.

Essential Functions of the Position: include but are not limited to:

- Excellent customer service and enjoyment working with the public in providing library services.
- Set up and maintain check out desk for daily operation, including circulation computers, public access computers and online catalogs. Prepares cash drawer and monitors supplies. Closes desk using proper procedures at the end of the day. May be required to open or close the library using established security procedures.
- Receives materials from patrons and the book drop, checks the condition of materials, checks the materials in, and follows fine policies and procedures. If necessary, explains fines, collects fines from patrons, makes proper change and credits patron's online account with payment. Places checked-in materials on proper shelving carts. Shelves materials.
- Greet patrons, responds to questions, and provide routine reference and directional assistance.
- Assist patrons in use of computer software, e-readers and mobile devices in utilizing library services.
- Responds to patrons' requests for library cards. Reviews identification to ensure that it meets eligibility requirements, explains procedures and policies, enters patron information accurately in circulation software and issues the card.
- Ease in using library catalog software to handle library materials check ins, check outs, holds, and fee collections. Responds to computer prompts regarding reserves, fines or other messages using prescribed procedures.
- Answer telephones, inquiries and reference calls as required. Assist patrons with problems or complaints or in locating materials.
- Provide research, reference assistance and reader's advisory to answer patron questions.
- Proficiency with use of equipment including copiers, computers, cash register, tablets, smart phones, fax and printers including troubleshooting

- Ability to multitask handling customer transactions, multiple phone lines, and daily procedures
- Ability to assist patrons with tablets, e-readers, mobile devices and pcs including downloading and opening files, printing, opening emails and attachments and connecting to library e-services. Assisting patrons in troubleshooting the above devices and access to library services.
- Ability to locate materials within local library collection and system-wide collections using the library catalog and to locate online information and e-resources
- Ability to problem solve, carry out library policies and procedures, resolve issues, and maintain confidentiality
- Processes patron requests for reserves (holds) on materials and contacts patrons when holds are received.
- Assists patrons with public access computer use according to the library's Internet use policies. Helps patrons with routine troubleshooting on public computer stations and devices. Processes patron requests to release print jobs and collects related printing fees. Provides routine information as to operation of programs or access to Internet sites, e-mail, the wireless network and the library's online services.
- Performs in-house clerical duties as required, to include but not limited to materials processing, shelving of library materials, library programming, programming registration, collection maintenance and booking of meeting rooms.
- Maintains public copy machines and printers with required paper and toner and clears jams. Assists patrons with copier, printer and faxes as required. Reports copier problems or supply requirements to director or supervising personnel.
- Maintains the work area in a clean and orderly condition. Ensures safe operating conditions within area of responsibility.
- Assumes responsibility for overseeing the proper and secure use of the library facilities, collection and equipment, per library policies and procedures.
- Uphold library policies as set by the Library Board of Trustees to maintain the safety and security of library patrons, team members and library equipment, materials and furnishings.
- Reliable and works well with colleagues, the public, is energetic and upbeat

Education and Experience

- Minimum of Graduation from high school or possession of a high school equivalency diploma
- Library and/or customer service experience with the public preferred
- Good organizational skills and the ability to apply policies and procedures in a welcoming manner.

Compensation and Benefits

- Starting pay is minimum wage or based on prior library experience
- Schedules may include Saturday and evening hours as needed for coverage
- NYS Retirement System

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

- Customer service practices.
- Computer use and maintenance, software and Internet technology.
- General library resources and services.
- Library policies and procedures as written in the library policy manual and described in the Employee Handbook.
- Automated library systems.

Skills in:

- Use of computers, tablets, e-readers, mobile devices, printers, fax machine and automated circulation software.
- Excellent Customer service.
- Basic reference skills and research skills.

Ability to:

- Perform basic mathematic calculations and operate a cash register.
- Use a multi-line phone system.
- Communicate effectively with customers and co-workers.
- Establish and maintain effective working relationships with staff and the general public.
- Lift and move books from book returns to circulation desk and shelves as required to maintain the collection.
- Shelf library materials

TOOLS AND EQUIPMENT TO BE USED: Computers, automated circulation software, internet, wifi, copier, printer, barcode scanner, slip printer, calculator, cash register, tablet and other common office equipment.

WORKING CONDITIONS: The work is generally performed in a climate-controlled building, with occasional need to conduct activities outdoors. The employee is expected to repetitively lift and move materials up to 35 lbs. and stand for extended periods of time. The employee will be required to read and input data into a computer screen for extended periods.