

Williamson Public Library
Library Clerk Job Description

JOB SUMMARY:

Performs direct customer service duties using the automated OWWL Access circulation system, including checking library materials in and out, collecting fines, placing holds and any other related circulation functions. Assists patrons with technology support, reference, reader's advisory and general questions about the library and its services. Helps to oversee the library facility and collection to ensure the safety and comfort of patrons and staff. Performs clerical tasks as needed. Upholds library policies and procedures as directed by the library board and supervisory staff.

ESSENTIAL FUNCTIONS: Duties include but are not limited to:

- Sets up and maintains check out desk for daily operation, including initiating circulation computers, public access computers and online catalogs, prepares cash drawer, 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.
- Greets patrons, responds to questions, and provides routine reference and directional assistance. Assists patrons in use of computer software, e-readers and mobile devices in utilizing library services. Answers telephones, inquiries and reference calls as required. Assists patrons with problems or complaints.
- 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 computerized record with payment. Places checked-in materials on proper shelving carts. Shelves materials.
- Responds to patrons' requests for library cards, reviews identification to ensure that it meets eligibility requirements, explains procedures and policies, enters patron information in circulation database and issues the card.
- Checks out materials using the automated computer system. Responds to computer prompts regarding reserves, fines or other messages using prescribed procedures.
- 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 for the Internet stations 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, circulation control, library programming and collection maintenance.

- 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.

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 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.
- Shelve library materials

MINIMUM QUALIFICATIONS: High school diploma or GED required. Good organizational skills, flexibility, the ability to apply policies and procedures, and a strong interest in customer service. Experience in working with the public is preferred.

TOOLS AND EQUIPMENT TO BE USED: Computers, automated circulation system, Internet, 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 a computer screen for extended periods..