

JULIA HULL DISTRICT LIBRARY

JOB DESCRIPTION

POSITION TITLE: LIBRARY CLERK

ACCOUNTABILITY: Reports to the Library Director. The Library Clerk shall be reviewed annually on the criteria of Customer Service, Job Knowledge, Quality of Work, Efficiency, Cooperation, Problem Solving Skills, Dependability, Initiative, Planning & Organizing and Personal Appearance. More frequent reviews may be required if the employee is not meeting the standards of employment, as outlined in this job description.

SUMMARY OF RESPONSIBILITIES: This Part-Time position is responsible for providing circulation and related public services to library users.

PRIMARY DUTIES:

- Provides friendly, courteous, and accurate services to all users
- Makes personal contact with each patron as they enter the building
- Utilizes the library's automated circulation system to check-out and discharge items, fill holds, register and renew library users, place holds, display and modify user billings and overdue items, and run required updates
- Demonstrates basic understanding of the library's various electronic resources, including the online catalog, ebooks, and apps; answers related patron questions and helps troubleshoot
- Keeps up-to-date on new available materials and reads book reviews (using BookPage, Kirkus Reviews, etc.), in order to provide quality readers' advisory services
- Keeps accurate daily statistics for attendance, computer use, programming and reference
- Understands and communicates library policies and procedures to the public
- Reads library newsletters, fliers, calendars, and social media posts to effectively promote library programming to users
- Processes cataloged materials according to library standards
- Provides patrons with services such as scanning, faxing, copying and laminating
- Properly shelves, organizes and aligns materials
- Maintains a neat, clean and organized workspace; organizes and cleans display areas and the library, as needed
- Suggests materials for addition, replacement or weeding
- Notifies the Special Projects Coordinator—Adult Services of items in need of re-ordering
- Attends job-related workshops and meetings, as required
- Performs other duties as assigned

ABILITIES, SKILLS & KNOWLEDGE:

- Listens, understands and interprets patron requests and questions
- Communicates effectively via telephone, in-person, online, and in writing to patrons and fellow staff
- Comfortable using technology, including: computers, databases, library apps, social media, photocopiers, fax machine and small hand tools
- Self-motivated and resourceful; requires minimal supervision
- Prioritizes and completes assigned projects independently and as a member of a team
- Reads regularly outside of work
- Stand/sit/crawl/kneel/crouch/keyboard for extended periods of time
- Lift, carry or push materials of 20-30 pounds

TRAINING & EDUCATION:

- High school graduation or equivalent. Minimum 2-years qualified business or work experience.