

# POSITION DESCRIPTION

## *Library Clerk*

<b>Department:</b>	Library
<b>Bargaining Unit:</b>	None
<b>FLSA Status:</b>	Non-Exempt
<b>Date:</b>	August 2025

### **General Purpose**

Provides coverage on the circulation desk, performing front-line services to patrons.

### **Supervision Received**

Works under the broad policy guidance and direction of the Library Director and specific guidance of the Library Assistant II.

### **Essential Duties and Responsibilities**

Provides customer service at the circulation desk, including creating patron accounts, checking materials in and out, answering telephone calls and collecting fines and fees.

Resolves basic patron circulation issues by explaining library policies, interpreting situations and negotiating solutions. Summons assistance from library assistant for complex issues.

Straighten up circulation area and fill front display as needed and when patron traffic allows.

Assist with special projects as assigned by library staff.

Participates in continuing education and training opportunities, as requested.

Responds to emergency situations that pertain to safety, injury or illness.

Follows safety procedures covered under library policies.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position.*

### **Minimum Qualifications**

#### **Education and Experience:**

- (A) Graduation from High School or GED.

#### **Necessary Knowledge, Skills and Abilities:**

- A) Ability to provide service to the general public in a courteous and helpful manner, consistent with library policies.
- B) Ability to establish and maintain effective working relationships with library staff in a team culture and with members of the community.
- C) Ability to effectively communicate ideas and information both in written and verbal form.

- D) Ability to read, write and speak English.
- E) Ability to follow oral and written instructions with accuracy.
- F) Possess customer service skills to work effectively with the public and provide an excellent service experience for patrons.
- G) Ability to understand and operate multi-line telephone system, multi-purpose copier/printer, and computer, using library databases and software, web-based email clients, word processing software and calendar applications.

**Desired Education, Knowledge, Skills and Abilities:**

- A) Ability to speak, read and write a language other than English.
- B) Previous customer service experience.

**Tools and Equipment Used**

Library computer system; computer, including word processing and data base management software; calculator; copy and fax machine and telephone.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, sit and talk or hear. The employee is frequently required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Ability reach out, down and above and push wheeled book carts up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Work Environment**

The work environment 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. The noise level in the work environment is generally quiet. The work environment is fast paced requiring the need to perform multiple tasks at one time.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*