

JOB DESCRIPTION LIBRARY CLERK

The Library Clerk is responsible for the smooth daily operation of the library on days when he/she is scheduled to work. These duties include, but are not limited to, providing friendly and accurate service, various circulation desk duties, and telephone usage, answering reference questions, and assisting with questions about the Library's public access computers.

DIRECT SUPERVISOR

Library Director

DUTIES AND RESPONSIBILITIES

A Library Clerk will:

* Perform daily circulation desk duties, including:

- Providing prompt, courteous and friendly service to all library visitors, whether in person, by telephone, or other methods of communication.
- Registering new patrons
- Checking materials in and out
- Processing new library materials
- Withdrawing library materials upon Director's approval
- Maintaining overdue records
- Maintaining reserve lists
- Assisting visitors with genealogy records
- Collecting various monies and recording those funds accurately
- Shelving library materials
- Preparing Inter-Library Loan (ILL) requests
- Answering questions about public access computers, maintaining records of usages, and notifying the Director about problems with equipment or patron violations of usage policy
- Answer reference questions, including directing questions to other staff members or agencies as needed
- Maintaining neat and orderly work areas

In addition, they are required to:

* Perform opening and closing procedures for the library.

* Take appropriate action, as necessary in event of emergency conditions, (i.e. call 911, direct patrons/staff to storm shelter, etc.)

- * Upholding library policies
- * Supervise library volunteers and community service workers
- * Perform all other task as assigned by Library Director.

KNOWLEDGE

- * High School Diploma or a General Education Diploma (GED) certificate is required.
- * Must possess functioning knowledge of basic Windows software
- * Must be knowledgeable of Library resources and services

SKILLS

- * Must be able to work independently as the sole staff member on duty
- * Must be willing to work flexible shifts as needed
- * Must be able to communicate clearly both verbally and in writing with all age groups
- * Must be positive in attitude and energetic in promoting the Library and its programs and services
- * Must present a positive professional appearance
- * Must possess strong analytical and organizational skills along with a basic understanding of the Dewey Decimal System.
- * Must be patient, tactful and friendly when interacting with staff and patrons
- * Must possess a valid driver's license and have dependable transportation for outreach services.
- * Must be able to perform under stress and adapt to change.
- * Must be willing to be a team player and assist other employees when time permits.

ABILITIES

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| Floor to waist lifting (approx 20 pounds) | Occasionally |
| Above the waist lifting (approx 20 pounds) | Occasionally |
| Carrying items with one hand | Occasionally |
| Carrying items with two hands | Never |
| Push | Occasionally |
| Pull | Never |
| Sit | Occasionally |
| Stand | Constantly |
| Forward Bending-Standing | Frequently |
| Forward Bending-Sitting | Occasionally |
| Kneel/Squat (choice of) | Occasionally |
| Stair Climbing | Never |
| Walk | Constantly |
| Crawl | Occasionally |
| Ladder/Footstool Climbing | Occasionally |
| Trunk Rotation-Standing | Occasionally |
| Trunk Rotation-Sitting | Occasionally |
| Reach - Above Shoulder | Occasionally |
| Reach- Shoulder or Below | Constantly |
| Handling (i.e. DVDs, stampers, pens, money/change, etc.) | Constantly |
| Fingering (handling small items) | Constantly |
| Forceful gripping/pinching | Never |
| Visual acuity to read cards, labels and other items with various type sets | Constantly |
| Hearing acuity to answer phone and patron verbal requests | Constantly |

The Dictionary of Occupational Titles (D.O.T.) defines Occasionally as 1-33% of the day, Frequently 34-66% of the day, and Constantly as 67-100% of the day.

The Oakland City-Columbia Township Public Library defines Never as less than 1% of the day.

