

Library Clerk

Dept/Div: Library

FLSA Status:

General Definition of Work

Performs support work providing customer service at the circulation desk, helping patrons obtain information and materials and use library equipment, opening and/or closing the library, following procedures for processing materials, and related work as apparent or assigned. Work is performed under the moderate supervision of the Library Director and Assistant Director. Limited oversight is exercised over Library Pages in the absence of senior staff.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Serves patrons at the circulation desk, checking materials in and out, registering patrons for new library cards, collecting fines, and assisting with operation of library equipment.
- Empties book drop and processes delivery bins of items requested or returned by patrons.
- Shelves and retrieves materials, including one or two daily pick lists (printed list of items to retrieve).
- Provides ready reference (answering simple directional or dictionary-type questions) and reader's advisory (recommendations for materials when customer doesn't have a particular title in mind, etc.).
- May be assigned to assist with material processing.
- May suggest materials for purchase or items for display based on customer requests or personal knowledge.
- Performs routine housekeeping and organizational tasks.

Knowledge, Skills and Abilities

General knowledge of library principles and procedures; ability to obtain thorough knowledge of library software for circulation; ability to follow established procedures and to perform work requiring some detail; knowledge of and ability to use standard office equipment and software; ability to learn new and emerging technologies as they relate to library operations and services; ability to work independently and prioritize work in a customer service environment; ability to effectively communicate both verbally and in writing; ability to establish and maintain effective working relationships with co-workers, supervisors, other departments and the general public.

Education and Experience

High school diploma or GED and considerable customer service experience. Library experience preferred.

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and lifting, frequently requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms and repetitive motions and occasionally requires sitting and pushing or pulling; work requires close vision, distance vision, ability to adjust focus and depth perception; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small

Library Clerk

parts, assembly or fabrication of parts within arm's length, operating machines and observing general surroundings and activities; work occasionally requires working in high, precarious places and exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Proficiency with software for library circulation within six months of hire.
Valid driver's license in the State of Wisconsin.

Adopted:

July 2019

Amended and approved by the Library Board:

August 4, 2021