

LIBRARY CLERK JOB DESCRIPTION

Revised 04/13/2021

Position Summary: This position is the first point of contact for the public. The Library Clerk performs clerical functions, including but is not limited to, answers the phone, sorts, shelves, loads, unloads library materials, and assisting patrons.

Essential Functions:

1. Create a welcoming environment by providing courteous and professional customer service to patrons and staff in person and on the phone
2. Patron Services:
 - a. Greeting and assisting patrons
 - b. Checking in and out various library materials
 - c. Searching and placing holds for patrons
 - d. Answering telephone
 - e. Collecting fines
 - f. Registering new patrons
 - g. Educating patrons on searching for information and how to use library databases
 - h. Promoting upcoming library programs, events, and current electronic resources
3. Provides reference, interlibrary loan, readers' advisory, and referral services
4. Stays up-to-date with library technology, policies, procedures, and staff notes
5. Performs all opening/closing procedures
6. Locate and process materials from daily request to fill list
7. Inspect returned books & materials for damage
8. Accept book donations following donation guidelines
9. Ensure an accurate library by shelf-reading and re-shelving of materials
10. Perform set up and clean up for library activities, programs, and outreach as needed
11. Participate in library PR and Marketing efforts
12. Willing to attend scheduled staff meetings and contributing to work-related discussions
13. Willing to work hours beyond those regularly scheduled, including evenings and weekends upon request
14. Perform other duties as assigned or required

Knowledge, Skills, and Abilities:

1. Ability to communicate effectively
2. Experience working on multiple tasks
3. Ability to provide excellent customer service

Education and Experience:

1. This position is open to anyone over the age of 16. No experience necessary; will provide on the job training