

Position Title: Library Clerk

Department: Library and Collection Services
Reports To: Customer Services Supervisor
Hours: Part-Time (20-29 hours per week)

Job Classification: 103
FLSA Status: Non-Exempt
Certification Level: N/A

POSITION SUMMARY:

Performs general library duties in the LCS department regarding all physical library materials. Ensures Evergreen Indiana materials are properly packaged and processed for shipments. Provides friendly customer service to the public, answering general library inquiries and assisting with library accounts and services (primarily over the phone). Occasional desk duties will include assisting customers with basic computer and equipment (printing, scanning, faxing) as well as checking out materials, recording fines and fees, and issuing library cards.

EDUCATION AND CERTIFICATION REQUIREMENTS:

- High school diploma or equivalent

SPECIFIC KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Library circulation experience preferred, but not required
- Some customer service experience, library preferred

ESSENTIAL DUTIES:

- Ensures items are quickly and accurately checked in upon receipt; handles claims returned and mixed up items; repairs items when necessary;
- Processes incoming and outgoing Evergreen shipments, ensuring items are properly packaged and labeled according to Evergreen Policy; processes and shelves customer holds;
- Assists customers with Evergreen accounts, placing holds, renewing items, updating information, recording fines and fees, and issuing cards; assists with general computer and technology equipment (scanning, printing, faxing, copying, wireless connection); assists with general library information and services, including databases and downloadable and streaming services;
- Shelves new and returned materials, shelf reading, shifting, and straightening as needed;
- Follows library policies and procedures for interlibrary loans, material requests for purchase, and Internet access inquiries;
- Actively promotes library resources, programs, and services during customer interactions;
- Collects and maintains relevant library statistics.

GENERAL KNOWLEDGE AND EXPECTATIONS:

- Provides prompt, attentive, friendly customer service, in-person and by phone;
- Adequate proficiency in the use of computers, tablets, mobile devices, applications, and app stores, as well as standard office technology (software, peripherals, and public equipment);
- Excellent English communication skills (oral and written), as well as presentation and instructional skills; bilingual language skills helpful;
- Possesses excellent interpersonal and customer service skills, with the ability to interact harmoniously and communicate well in a timely manner;

- Exhibits strong organizational and problem-solving skills and is able to work independently and efficiently with minimal supervision;
- Familiarity and interest in current books, authors, movies, music, general interests, technological equipment, and technological trends;
- Awareness of current public library practices, trends, and technologies;
- Participation in library events and outreach efforts;
- Attends and participates in staff and departmental meetings; willingness to serve on committees at a library and consortial level;
- Attends workshops, roundtables, webinars, and conferences that are relevant to job position and makes suggestions for improved services and work processes accordingly;
- Maintains a neat, clean, and professional appearance;
- Complies with library policies and procedures; supports and contributes to overall library mission and goals;
- Maintains reliable attendance by arriving to work as scheduled and on time;
- Other various duties as assigned.

WORKING CONDITIONS:

This position is primarily performed in an office environment. Applicant must possess the physical dexterity and mobility to work throughout a large, fast-paced service area; must be able to safely carry items and maneuver carts weighing at least twenty pounds, with some bending, stretching, and reaching included.

Background investigations are required, however a criminal history will not necessarily exclude an individual from consideration for a position or from continuing employment.

POSITION HOURS:

This is a part time position and requires 20 hours per week, including some nights and weekends. Hours may be modified to include as much as 29 hours per week, as needed.

SALARY:

This position is classified as a Level 103 on the Library's salary schedule.

Salary begins at \$9.75 per hour, and is commensurate with experience.