

Position Title: Library Clerk

Department: Circulation Services

Reports To: Circulation Manager

Hours: Part-Time (10-25 hours per week)

Job Classification: 101

FLSA Status: Non-Exempt

Certification Level: N/A

POSITION SUMMARY:

Performs library circulation duties in the CS department including checking in all returned physical library materials, as well as processing incoming materials from the Evergreen Indiana consortium. Ensures outgoing Evergreen Indiana materials are properly packaged and processed for shipments. This position will occasionally assist in collection maintenance and cleanup projects throughout the library.

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

COMPETENCIES:

- Communication Skills
- Technical Skills
- Adaptability
- Teamwork
- Customer Focus
- Initiative and Flexibility
- Problem Solving Skills
- Development and Continual Learning

ESSENTIAL DUTIES:

- Ensures items are quickly and accurately checked in upon receipt; handles claims returned and mixed-up items; repairs items when necessary;
- Ensures returned items are clean and in good condition, including counting pieces and verifying working condition for the library's Game Collection and the Library of Things;
- Processes incoming and outgoing Evergreen shipments, ensuring items are properly packaged and labeled according to Evergreen Policy;
- Pulls requested materials from the library's collection; processes and shelves customer holds;
- Shelves new and returned materials, shelf reading, shifting, and straightening as needed;
- 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;
- 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. Applicants 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. Hours are flexible (10-25 per week) and include some nights and weekends.

SALARY:

This hourly position is classified as a Level 101 on the Library's salary schedule.

Salary begins at \$11.50 per hour, and is commensurate with experience.