

Pope County Library System

Job Description

Department:	<i>Library System</i>
Job title:	<i>Library Clerk</i>
Reports to:	<i>Branch Manager and Department Supervisor</i>

Job Purpose

To provide quality customer service for all library users, promote library services, and assist full-time library staff.

Duties and Responsibilities

I. Duties of Clerks in All Areas:

- A. Answers the telephone and greets patrons.
- B. Interacts with people of varying personalities, incomes, ages and in a variety of situations.
- C. Registers patrons.
- D. Assists patrons in locating appropriate library materials.
- E. Provides users with general information about library services directing them to other personnel as needed.
- F. Uses library automated circulation system to circulate materials to library users. This includes checking materials in and out, processing holds, registering borrowers, collecting fines and fees; empties the book drop.
- G. Receives, screens, sorts, processes, and shelves library materials.
- H. Performs activities involved in the retrieval of overdue materials and tells users if they have overdue materials.
- I. Attends to public use of equipment, assists library users with machine problems, contacts supervisor regarding service needs.
- J. Assists in other areas of the library providing support when workloads dictate.
- K. Maintains good relations with public and staff.
- L. Assists in department operations: opening and closing the building.
- M. Other duties as assigned.

Qualifications

High School Diploma or G.E.D. equivalency.

Working conditions

A busy, vibrant library whose patrons represent a socially, culturally, and economically diverse community. Duties are performed both indoors in an office environment and outside. Hazards are considered minor and controllable but may include exposure to human error. Must have a heart for serving the public.

Physical requirements

Duties require extended periods of standing, walking, sitting, and talking or hearing. Duties require occasional periods of climbing or balancing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Weights up to 50 pounds are encountered. Vision requirements include close vision and ability to adjust focus. Must be able to read and follow verbal instructions. The noise level is usually moderate.

Direct reports

Volunteers

Approved By:	<i>Pope County Library Board</i>
Date approved:	3.15.23
Reviewed &/or Revised:	