



Job Description

Library Clerk II

Circulation/Customer Service

Job Title:	LIBRARY CLERK – Circulation (Part-Time)
Reporting To:	Library Manager, Public Service Administrator, Library Director
Responsible For:	Circulation Services, Mansfield Library
Job Purpose:	The Library Clerk/Circulation greets and directs library patrons, and charges and discharges library materials in accordance with established library policies and procedures.

LEVEL OF AUTHORITY:

Performs routine and repetitive duties independently with only general supervision and according to well-known practices and procedures. Performs relatively more complex assignments and specialized functions under close and frequent supervision. Responsibility for accuracy and courtesy is important due to potential adverse Library patron relationships.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Performs opening and closing procedures.
- Checks out, discharges, and renews all library materials.
- Registers patrons for library cards, issues and renews cards.
- Creates and updates patron records regarding Internet, expiration dates, fines, etc.
- Checks in book bag materials and calls patrons when requested materials arrive.
- Answers patron questions and solves problems regarding circulation of library materials.
- Answers incoming calls, handles patron requests/problems, directs calls to correct extensions.
- Enforce Library rules.
- Monitor library security, safety and health conditions.
- Maintain Library in a neat and orderly fashion.
- Performs other duties as requested.

ADDITIONAL JOB DUTIES

- May perform portions of the work of higher or lower classified positions, as required.
- Handles interlibrary loans: Pulls requested materials, logs, and sends to requested libraries, Receives requested materials, logs, check out to patron, then returns to owing library.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of computerized library systems.
- Ability to operate basic office equipment including computers, keyboard, copier, fax machine, and calculator.
- Ability to count money and make change.
- Must have demonstrated interpersonal and communication skills.
- Ability to prioritize work.

PHYSICAL AND MENTAL REQUIREMENTS

- Requires sitting, standing, stooping, bending, and lifting/moving books and carts up to 40 pounds.
- Ability to stand for extended periods of time.
- Must be able to communicate effectively in English, both orally and in writing.
- Must be able to hear, comprehend and respond to library patrons both in person and in telephone conversations.
- Ability to handle multiple activities or interruptions at once and to work positively and effectively within a team model.
- Must have visual ability to see computer screens.
- Requires good hand dexterity for computer.
- Requires mental alertness, focus, and attention to details.
- Requires ability to operate basic business machinery (computer, printer, copier, telephone, FAX machine, paper cutter, and laminating machine).

WORK ENVIRONMENT

- Indoor conditions
- Must maintain professional manner when dealing with patrons, including teens, young children, staff and others.
- Must be able to work independently as well as with a team.
- Must be flexible, creative, patient, and have a sense of humor.
- Ability to work a schedule that includes weekday, evening and weekend hours.

EDUCATION, EXPERIENCE, AND TRAINING

MINIMUM QUALIFICATIONS REQUIRED:

Education: High School diploma or equivalent.

Experience: Demonstrated customer service experience.

Strong interest in reading and library services.

PROFESSIONAL CONDUCT

Employee acknowledges that he/she is required to maintain a high standard of professional conduct. Breach of said professional conduct includes but is not limited to: neglect of duty, dishonesty, engagement in acts that are contrary to DPL policy, unlawful activities, or any other conduct considered to be unethical or unprofessional as determined by the Director and/or Library Board of Control.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the DeSoto Parish Library as the needs of library and the requirements of the job change.

DISCLAIMERS

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work for other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.

GENERAL SUMMARY

Makes decisions and performs tasks for the success of the whole organization (DeSoto Parish Public Library) and supports the overall goals of the library system; takes responsibility to help coworkers succeed and to have good staff relations; establishes and maintains strong, mutually supportive, cooperative work relationships with coworkers and supervisors; communicates with staff and public using a calm, pleasant, courteous tone of voice and conversational courtesy phrases (such as please, thank you, you're welcome, enjoy your books, come again soon); and choosing words that are courteous, edifying to the organization (DeSoto Parish Public Library system as one body), the individual to whom attention is being given, and that are conducive to positive relations with the public and staff; maintains an approachable, attentive demeanor to the public and staff by smiling, making eye contact, verbally acknowledging others' presence within three seconds, listening, and concentrating exclusively on communication .