



# LONOKE COUNTY LIBRARIES

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## LIBRARY CLERK JOB DESCRIPTION

### I. Administration & Leadership

The library clerk will assist professionally with the circulation department. This position involves working directly with staff and patrons. It is important, therefore, that the person with this title is genuinely comfortable with the public.

- A. Library Clerk reports to the Circulation Manager or Branch Manager

The Library Clerk will be able to:

- A. Learn the general rules and regulations of the library system.
- B. Communicate effectively with staff and patrons.
- C. Share responsibility for shelving and care of books.
- D. Work with limited supervision.
- E. Share responsibility for building supervision, opening and closing procedures.
- F. Understand and follow written and oral instructions.
- D. Notify appropriate staff members and administration in cases of emergency.
- E. Follow county and system policies and procedures.

### II. Objectives

The Library Clerk is to help with organizing and shelving the collection, creating and maintaining displays, assisting staff and patrons in day to day operations, answering phones, and assisting with other library procedures as needed.

The Library Clerk will be able to:

- A. Receive transfers, place and pull holds, shelves books, journals, audio visuals, and other library materials.
- B. Assist patrons by checking materials in and out, and locating requested items.
- C. Research resources for requested items.
- D. Issue and updating library cards for new patrons.
- E. Promote library resources, programs and services to the public.
- F. Assist in all reference questions.
- G. Monitor patrons in self-directed activities.
- H. Maintain patron accounts including: fines, waives and lost items.
- I. Maintain various records and files relative to library operations.
- J. Provide housekeeping services when needed

- K. Assist patrons with use of library materials and equipment.
- L. Assist patrons in locating materials.

### **III. Customer Service**

The Library Clerk is on the frontline to greet a diverse community of patrons, with diverse needs and capabilities and to answer their questions. Above all, the person in this position should present a positive image of the “personality of the Library” – making all people feel welcome and accepted at the Library.

The library clerk will be able to:

- A. Maintain patron confidentiality.
- B. Interact with people of varying personalities and ages in a variety of situations.
- C. Handle telephone calls and route messages.
- D. Perform routine library computer functions.
- E. Answer reference questions.
- F. Provide users with information about the availability and use of library services.
- G. Handle public inquiries.
- H. Deal effectively and courteously with the public through oral mediums.

### **IV. Collection Development**

- A. Shelve materials and read shelves according to labels.
- B. Place holds on item transfers.
- C. Inform collection development of any issues with cataloged or damaged materials.
- D. Assist in maintenance of Book Collection through weeding of materials.

### **V. Programming**

- A. Manage library programs and outreach within the branch community per Branch Manager requests.
- B. If the library branch operates with a library department manager the library clerk may assist with programs occasionally when needed.

### **VI. Physical Requirements**

- A. Ability to move and/or lift materials up to 25 pounds
- B. Ability to push a loaded book truck weighing up to 300 pounds
- C. Regularly required to stand, walk, bend, kneel, crawl, reach, climb, balance, and sit
- D. Ability to operate a keyboard at efficient speed and typical office equipment, including computer hardware

- E. Regularly required to talk and/or hear; use hands to operate objects, tools, or controls; and reach with hands and arms
- F. Vision and hearing at or correctable to “normal ranges”

## **VII. Research**

- A. Research different databases to answer reference questions for the public.

## **VIII. Technology**

- Attend to public use of equipment, including but not limited to: adding paper to fax machine and copier.
- Assist library users with operating various equipment.
- Perform a wide range of clerical, public contact, and administrative duties.

The Library Clerk will be able to:

- A. Acquire familiarity with emerging technological trends and tools.
- B. Apply technological skills to provide reference services and programs for patrons and their families.
- C. Support access to internet and electronic resources for patrons.

## **IX. Professional Development**

Keep informed of developments and participate in activities of professional and community organizations either by manager request or approval.

## **X. Other Duties As Assigned**

**Reports to:** This position reports directly to the Circulation Manager or Branch Manager.

**Job Requirements:** High school diploma. Other job-related education and/or experience may be substituted for all or part of these requirements.

**Salary Range:** Minimum Wage

**Approved by Library Board: December 15, 2015**

**Revised on:** April 12, 2016