Job Title: Library Clerk – Part-Time
Department: Library
Reports To: Library Director
FLSA Status: Non-Exempt
Prepared By: Personnel Director
Salary/Grade: 12
Date: 3/15/2017
Approved By: David Parsons, City Manager
Approved Date:

Summary: Performs a variety of routine and manual work in circulating and/or processing library materials; Provides customer service to patrons; Collects library fines and fees; Shelves and maintains library materials; Assists in maintaining the library’s facilities; Assists with special programs and publicity; Manage interlibrary loans; Scheduling volunteers and meeting room; Make independent decisions as dictated by library policies; and performs other related duties as assigned.

Essential Duties and Responsibilities include the following: The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional related duties.

- Maintain a high standard of customer service.
- Performs the full range of circulation desk procedures using an automated circulation system.
- Compiles a variety of statistics concerning library usage and book circulation and maintains library records.
- Handles routine complaints and answers a variety of questions at the circulation desk.
- Carries out overdue items recall procedures and figures, collects and records fines.
- Assures accurate library shelving of books and periodicals by shelf reading and re-shelving, as necessary.
- Assists patrons with computer access and other equipment as needed.
- Maintains collection, as assigned.
- Sets up library displays as needed.
- Assists in acquisitions of supplies and materials.
- Performs postal duties.
- Creates and manages forms and files as needed.
- Account for moneys received and deposited.
- Responds to general inquiries and requests for service.
- Prepares monthly calendar.
- The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Supervisory Responsibilities: This position has no direct supervisory responsibility.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies:
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to
customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; lists and gets clarification; responds well to questions.
- **Written Communication** - Writes clearly and informatively; Able to read and interpret written information.
- **Leadership** – Exhibits confidence in self and others; Accepts feedback from others.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Support’s organization’s goals and values.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment;
- **Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.
- **Quality** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.
- **Quantity** – Meets productivity standards; Completes work in timely manner.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** High school diploma or general education degree (GED); one (1) year of library related experience preferred.

**Required Knowledge, Skills, and Abilities of:** Basic public library operations and services; Circulation principles and practices; The Dewey Decimal System; Library materials, equipment, and technology; Cash handling practices and procedures; Customer service standards and protocol; Performing a variety of circulation duties; Responding to inquiries and providing customer service to the public; Processing, sorting, shelving, straightening, and shifting library materials; Issuing library cards and maintaining accurate patron records; Collecting library fees/fines and maintain assigned cash drawer; Establishing and maintaining effective working relationships with others

**Language Skills:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Mathematical Skills:** Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume,
and distance. Have working knowledge of the Dewey Decimal system.

**Reasoning Ability:** Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Basic office skills; good telephone etiquette.

**Computer Skills:** To perform the job successfully, an individual should have working knowledge of internet software and emailing/texting software using a “smart phone”, automated circulation system, Microsoft Office programs, use of various office equipment, and telephones. Have good skills in typing, data entry using a keyboard and computer terminal.

**Certificates, Licenses, Registrations:** Valid Texas Driver’s License in good standing.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is frequently required to stand; walk; sit; use hands and fingers, handle, or feel and reach with hands and arms. The employee occasionally is required to stoop, kneel, crouch, and crawl. The employee must frequently lift and/or move up to 20-50 pounds and be able to push a book truck weighing up to 300 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee must have manual dexterity to operate a computer keyboard.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a library environment and involves regular contact with the public. The noise level varies but is generally moderate. While performing the duties of this job, the employee is frequently exposed to high, precarious places.

Employee: ________________________________

Date: ________________________________