

Library Clerk

Reports to: Library Manager or Assistant Library Manager

General Summary: The Library Clerk's primary duty is patron services and circulation duties. This position is responsible for greeting and assisting patrons, checking materials in/out and maintaining the shelves in an orderly fashion. The Library Clerk attends all staff meetings.

Essential Functions and Responsibilities:

Circulation

- Checks library material in/out following library procedures.
- Registers patrons for library cards, issues and renews cards.
- Accepts and records monies received including fees, fines and donations.
- Records all necessary library statistics.
- Processes library materials for deletion.
- Provides final processing of new library materials when required.
- Repairs damaged items by taping, stapling and relabeling.

Intralibrary Loan

- Packs up items for shipping in accordance with TRAC guidelines.
- Unpacks library materials and processes for holds following library procedure.

Patron Services

- Answers phone.
- Answers reference and reader's advisory questions.
- Provides library orientation and instruction for library patrons.
- Provides patrons assistance with TRACpac.
- Places holds for patrons upon request.
- Telephones patrons regarding overdues.
- Prepares and sends out letters regarding overdue items.
- Informs library patrons of library programs and library hours.
- Takes program registrations.
- Assists patrons on public computers, with photocopier or scanner.

Shelves

- Sorts and shelves library materials in correct alphanumerical order.
- Shelf reads and faces the shelves.
- Adjusts shelves as needed to prevent overcrowding.

General

- Performs opening/closing procedures.
- Clips newspaper articles and places in a scrapbook.
- Maintains library in a neat and orderly fashion.
- Enforces library policies and procedures.
- Monitors library security, safety and health conditions.
- Assists in the training and supervision of Student Circulation Assistants and Library Volunteers.

- Follows FOIP guidelines in reference to personal information.
- Performs other duties as required.

Knowledge, Skills and Abilities:

- Ability to operate basic office equipment including computers, keyboard, photocopier, fax machine and calculator.
- Ability to communicate with people in a tactful manner.
- Ability to relate well with other employees and the general public.
- Ability to be punctual.
- Ability to pay attention to detail and accuracy.
- Ability to handle multiple activities and interruptions at once and to work positively and effectively within a team model.
- Ability to prioritize work.
- Ability to work a schedule that includes weekday, evening and weekend hours.

Physical and Mental Responsibilities:

- Requires frequent sitting, standing, bending, reaching and lifting/moving of library materials.
- Requires mental alertness, focus, and attention to details.
- Requires exposure to dust.

Education, Experience and Training:

- High School diploma or equivalent required.
- Previous library experience preferred.
- Strong interest in reading is required.
- People skills and self-motivation are required.
- Excellent verbal and non-verbal communication is required.
- Computer and typing skills are required.