



LIBRARY CLERICAL ASSISTANT

Department: **Public Services**
Revised Date: **September 2017**

Class Code: **#874**
FLSA Status: **Non-Exempt**

GENERAL PURPOSE: Under general supervision provides friendly, accurate and efficient service to customers at the library's circulation desks; checks materials in and out; explains library circulation policies; collects monies owed; maintains the library's customer database; and performs other related duties as assigned.

PRIMARY DUTIES AND RESPONSIBILITIES:

*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, position-specific duties.*

- Provides friendly, accurate, efficient service to customers. Checks materials in and out, renews materials, provides basic reference and reader's advisory, explains relevant library policies, issues and renews library cards, provides information to customers about their accounts. Places holds for customers.
- Collects fines, fees and lost or damaged materials charges, etc.; rings receipts into the cash register and calculates correct change. Reconciles daily cash receipts.
- Enters customer information into the library's automated database, updates and corrects information in the database.
- Searches for, retrieves, processes and routes materials, such as those requested by customers, reported as lost or claimed returned.
- Maintains reserved materials area; processes new reserves and removes and reprocesses expired reserves.
- Assists with materials maintenance. Changes item status, removes or applies labels, replaces bar codes, cleans items, processes incoming serials.
- Evaluates damaged items or routes them for evaluation, performs minor mending and repairs, withdraws severely damaged items from the collection.
- Assists in maintaining the service area and the library. Replenishes supplies, pamphlets and brochures; dusts counter tops, shelving, telephones, computers, etc; maintains and updates public information bulletin boards and library displays.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS:

Education and Experience: High school graduation or its equivalent.

Required Licenses or Certifications: None

JOB DESCRIPTION
Clerical Assistant I – Public Service

Required Knowledge of:

- Customer service standards and protocol.
- Library circulation principles and processes.
- Computer equipment and standard office programs.
- General office practices and procedures.

Required Skill in:

- Establishing and maintaining effective working relationships with library customers, the general public, other staff, and other Library departments.
- Keyboarding accurately at 35 words per minute.
- Cash handling and reconciliation.

Physical Demands / Work Environment:

- Work is performed in a public library environment and is subject to sitting, standing, walking, bending, reaching, climbing step stools/ladders, and lifting of objects up to 40 pounds.
- Must be able to stand for extended periods of time, push/pull fully loaded book carts, lift/carry library materials and equipment, reach high and low shelving to remove or replace objects, and repetitively grasp and hold objects.