



Job Description  
Job Code: 256  
Range: 11

## LIBRARY CLERK

**DEFINITION:** Under direct supervision of the Library Supervisor, provides assistance in a number of library clerical roles including assisting with circulation of library materials; library programming and providing friendly service to the patrons; and performs related duties as assigned. Work schedule depends on library operating hours, which are currently Mondays through Saturdays. Hours are subject to change as needed.

**CLASSIFICATION:** This is a non-exempt, full-time, classified position with full benefits.

**ESSENTIAL FUNCTIONS:** Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this classification.

**TASKS:** Tasks listed are descriptive for positions in the Adult and/or Youth Services areas. Provide friendly customer service on the phone and in person. Issues library cards, including non-resident temporary cards. Register and process patrons for Internet use and assist patrons with simple computer use issues. Answer phones in a professional manner. Develop and execute programming for youth age groups and adult programming. Create and execute displays. Public relations, community outreach, programming and school tours. Program library-owned patron computers with setup and maintenance. Organize the Summer Reading Program through designing and setting up programs, obtaining donations and other needs as they arise. Teen Advisory board staff liaison. Recommend appropriate books for reading levels and personal interests. Provide articles of interest for the library's quarterly newsletter. Assist in performing essential duties of absent staff members without prompting from supervisor. Accept donations to the library from patrons that can require their transportation from a vehicle to the processing area in the library. Pull requested materials from the shelves and process incoming items from various libraries. Ability to attend interest group meetings within the Yavapai Library Network as needed. Process and return lost cards to patrons. Follow procedures in taking payments for lost or damaged library material from patrons. Search the library network system and library shelves for overdue materials and mail notices to patrons. Accurately update and add patron records to the system. Process incoming daily transit holds. Display current newspaper and magazine issues, filing the back issues in their proper place. Process daily mail returned as undeliverable: involves calling home and work numbers to ascertain a working address. Purge old newspapers. Assist with scheduling of non-profit groups and the various meeting rooms available in the library. Assist with recruiting, training and scheduling teen and adult volunteers. Process and maintain statistical data as needed or requested. Must have the willingness and ability to work in all areas of the library as needed.

### KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:

Knowledge of the principles and practices of library administration.  
Knowledge of the Dewey Decimal System.  
Knowledge of the policies and procedures of the library.  
Knowledge of the Dynix automated catalog system.  
Skill in conducting research, interpreting data, and drawing conclusions.  
Skill in developing and maintaining effective interpersonal relations.  
Skill in interacting with the general public in a positive and educational manner.

## Library Clerk (Continued)

Skill in promoting the various events, venues, and programs available in the City.  
Ability to operate under stressful conditions. It is not uncommon to have people waiting in line to check out materials, while others not in line are inquiring about other issues.

**PHYSICAL AND VISUAL REQUIREMENTS:** Sufficient to effectively and safely perform required duties. This classification involves work in a quiet library setting that requires physical effort. This classification requires pushing heavy book carts and loaded dollies with weights as high as 100 pounds. It also requires bending, stooping, reaching and climbing on ladders; lifting stacks of books, boxes of books, equipment, supplies, tables, chairs and other library materials. Ability to read small print on book spines for re-shelving purposes. Must have hearing and speaking ability sufficient to clearly and concisely communicate in person and over the telephone.

**MINIMUM QUALIFICATIONS:** High School equivalency, demonstrated interpersonal skills, aptitude for detailed work and the ability to multi-task. Two years customer service related experience desired. Demonstrated computer experience in the Microsoft Windows environment is essential. Demonstrated ability to work with children. Paid or volunteer library experiences in an automated library environment are recommended.