

LIBRARY CLERK

JOB DESCRIPTION

Classification Responsibilities: A Library Clerk performs duties and responsibilities which may include, but are not limited to, any combination of the following tasks: interacting with a diverse patron base; handling routine situations with only unusual issues referred to a supervisor; explaining and/or interpreting policies and procedures while checking Library material in and out; receiving monies and maintaining accurate deposit and patron account information; using discretion, within well defined parameters, in implementing Library policy and procedures for membership eligibility, fine negotiation, collection accounts, check out limits, and performing assigned duties; performing duties in an environment with limited physical space and a high noise level, additionally, Library Clerks may encounter hectic periods with high volume of patron traffic, all of these factors can lead to working conditions that may be stressful. This class performs related duties as required. Library Clerks are typically assigned a shift that may include night and weekend work.

Distinguishing Features: Depending on assignment, supervision is received from a Branch Operations Supervisor, or Supervising Library Assistant. In the absence of a supervisor, a Library Clerk may be designated to perform in a lead capacity. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Some (6 months - 1 year) experience involving frequent public contact in a service or sales capacity, including experience operating a keyboard.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. None.

ESSENTIAL FUNCTIONS

Communication: Communicates in a positive manner with a diverse patron base by answering questions, explaining Library policies and procedures, guidelines, locations, and other information for Library patrons in person and by telephone. Communicates with patrons and resolves difficult situations (example: fines, fees, and collection accounts). Gathers account information to determine eligibility for and issuing Library cards. Assist patrons by showing them how to use the "self-check" machines and the on-line catalog, reserving items, and directing patrons to the correct area for assistance.

Manual/Physical: Operates a variety of standard office equipment in order to perform duties. Enters data or information into a personal computer (PC) to maintain the patron database, prepare memos and

reports, update lists, and process specialized reports. Meets scheduling and attendance requirements. Issues Library cards, checks Library materials in and out, and assesses fines for overdue, ruined, and lost materials. Completes forms such as refunds and a daily Cash Summary Receipt. Prepares daily cash deposits for processing by Customer Service. Operates equipment such as: a cash register, calculator, PC, printer, bar code printer, credit card machine, self-check machine, and laser scanner. Unpacks, sorts, separates, and stacks bins of Library materials. Bends and reaches to lift and carry Library materials. Packs and labels containers of Library material for transfer to and from the branch libraries. Shelves material. Moves book trucks and book return bins weighing 200+ pounds. Scans Library materials to check them in and enter information into a PC. Scans Library cards to access patron numbers and information on a PC screen to check out Library materials and maintain patron accounts. Pulls reserve items for patrons. Monitors security gates and checks material for the patron when the signal activates. Detects alarms, sirens, and other audible signs of alarm or warning in order to assist in evacuating patrons from the building.

Mental: Interprets data, develops concepts, and reaches logical conclusions based on information available. Prioritizes and completes daily work assignments independently, and supports teamwork. Learns job-related materials primarily through oral instruction and observation in on-the-job training setting. On occasion, may be assigned to provide lead support in the absence of Supervising Library Assistant. May provide training for new employees and volunteers and direct the day-to-day activities of volunteers assigned to the area. May prepare daily desk assignments. Determines whether Library materials are damaged or in questionable condition, routes these materials for processing, and assesses appropriate fees. Adjusts check out limits as necessary to accommodate unique patron situations. Exercises discretion in determining eligibility for Library cards, and negotiating and/or reducing fines or fees. Counts and verifies monies in a cash register. Resolves difficult patron situations, issues new Library cards, and accepts payments for ruined, lost, or overdue Library materials and collection accounts.

Knowledge and Abilities: (Common to all assignments)

Knowledge of:

the Library circulation policies, practices, procedures, methods of collection, criteria for determining eligibility for Library membership, and customer service techniques;
public relations techniques; and
alphabetical and numerical system of maintaining materials.

Ability to:

assist patrons with special search requests;
contact appropriate personnel to report computer problems;
quickly recall very specific information;
quickly switch from one task to another task requiring application of different detailed information, or from one patron to another, requiring a different public relations approach;
monitor reserve book shelves and pull books not picked up by a specific date;
initiate searches for lost books;
maintain supplies, and process incoming mail;

ensure fees are properly entered in the cash register;
process and maintain incoming reserves and interlibrary loan materials for patrons;
answer simple reference questions when Librarians are busy with other patrons;
maintain electronic signboard;
pull and route materials marked for withdrawal or re-cataloging;
exercise tact, patience, diplomacy, and courtesy when dealing with a tense patron contact situation;
establish and maintain effective relationships with the general public and Library staff;
process returned mail and block accounts with incorrect information;
process payments by mail and end of day financial reports and daily deposit;
maintain and order supplies as necessary for all Library branches;
perform pre-opening duties (hold alerts, bookdrops, count monies, etc.);
work independently with sometimes limited supervision;
perform opening and closing duties as necessary in the absence of a supervisor;
record and route incoming invalid materials, schoolbooks, courier, and interlibrary loan materials;
pull and shelve patron and staff holds;
use the intercom to make announcements; and
answer simple questions on use of reference materials.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 9/17

TC/st/th

CS3106.DOCX (Full-time)

PAY GRADE: 35

CS3546 (Special Assignment)

PAY GRADE: 36

EEO-A/S

IND-9101

JOB FCTN-OFF

SWORN-No

INCREMENTS 81-200