



JULY 2009
FLSA: NON-EXEMPT

SENIOR LIBRARY CLERK

DEFINITION

Under general supervision, performs a variety of complex clerical tasks related to library services; provides direct service and assistance to staff and students; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Librarian. Exercises no supervision of staff. May provide technical and functional direction to student workers.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the library clerk series and is responsible for more complex circulation and customer service tasks at the circulation desk, including resolving customer issues, interpreting library policies, collecting fines, and making necessary changes to patron accounts. Incumbents serve as "lead" for circulation activities and train student workers in circulation procedures. The Library Clerk series is distinguished from Library Assistant in that the tasks performed are clerical in nature while the Library Assistant class is responsible for both circulation and assisting with cataloguing.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists students and staff at the circulation desk and directs library patrons to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from patrons; screens calls and directs callers to appropriate District staff as necessary.
- Receives and discharges library materials, registers library patrons, collects fines and makes change.
- Trains and supervises student workers in the completion of work assignments.
- Enters and updates information into library databases.
- Identifies overdue or damaged materials; uses discretion in resolving fee and fine disputes; collects and records fees and fines.
- Searches shelves for overdue and lost items.
- Prepares circulating materials for use.
- Participates in opening and closing facilities, including preparing and closing register cash drawer, turning on, logging into, and turning off all computers.
- Receives, logs, labels, and prepares magazines and newspapers for display and use by patrons; mounts changing displays in cases throughout the library.
- Performs a wide variety of routine clerical duties to support operations, including filing, preparing records and basic reports, developing signage and flyers, and ordering and maintaining office and other related supplies; types booklists.

- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Assist patrons with operating library equipment including online catalog system, microfilm reader and printer, magazine index, and the internet.
- Maintains copier supplies.
- Receives and sorts delivered or returned library materials and a variety of correspondence.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles of supervision and training.
- Alphabetic and numeric systems for classifying and organizing library materials.
- Standard library practices and procedures including circulation.
- Principles, practices, and techniques of effectively dealing with the public.
- Library classification, cataloging, and bibliographic terminology.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic record keeping principles and procedures.
- Basic principles and practices of data collection and report preparation.
- Basic arithmetic principles and cash handling.
- Modern office practices and technology, including personal computer hardware and software applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Inspect the work of staff and maintain established quality control standards; train staff in proper work procedures.
- Identify and implement effective course of action to complete assigned work.
- Maintain accurate logs, records, and basic written records of work performed.
- Follow department policies and procedures related to assigned duties.
- Understand and follow oral and written instructions.
- Operate modern office equipment including computer equipment and specialized library services software applications programs.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and two (2) years of library clerical experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works indoors and requires frequent standing in and walking between work areas. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and shelve materials. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.