

## LIBRARY SUPPORT CLERK

### **DEFINITION**

Under close supervision, performs routine clerical work in circulation and processing Library materials and provides services to Library patrons.

### **ESSENTIAL FUNCTIONS**

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is **ILLUSTRATIVE ONLY**, and is not a comprehensive listing of all functions and tasks performed by positions in this class. **Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.**

### **TASKS**

Receives, inspects, codes and prepares materials for introduction to Library collection; computer processes incoming and outgoing Library collection; collects fines for overdue books and materials; registers Library applications and assigns Library card numbers; assists patrons with questions regarding personal information or change of address, fines, overdue items, lost cards or application of new cards.

Receives and inputs claim returns; prepares, types and maintains letters, reports, files and claims return slips; tracks and maintains damaged materials; searches, retrieves, edits and enters book or material records into Library system database; distributes Library/community information orally and physically; greets patrons and answers phones.

### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS**

Knowledgeable of City and Department policies and procedures  
Knowledgeable of personal computer hardware equipment and software packages  
Knowledgeable of and ability to perform data entry methods and maintenance  
Knowledgeable of and ability to perform quality customer service techniques and concepts  
Skilled in following oral or written instructions  
Skilled in establishing and maintaining productive working relationships Ability to effectively communicate verbally and in writing in English  
Ability to perform essential job functions

### **WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

Work is performed in an office environment. Work may require frequent standing, walking, bending and lifting up to 50 pounds. Incumbents may be exposed to repetitive motion and vision to monitor.

### **QUALIFICATIONS**

High school diploma or equivalent, **AND** familiarity with Library Systems and quality customer service techniques or related experience **OR** an equivalent combination of education and experience.