

LIBRARY CLERK

Under the supervision of the Library Director, the Library Clerk performs tasks related to circulating library materials, registering users, and general patron assistance. A clerk also deals responsibly with patron problems and emergencies to maintain a safe and pleasant work environment.

Qualifications

The Heyworth Public Library will consider any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

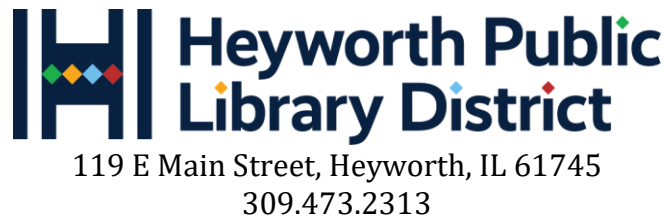
Hours

Weekdays vary | 2 Saturdays a month | Subbing for other staff between the hours of 10 am – 8 pm | Training and staff meetings 3 – 11.5 hours per week, but can be more when subbing.

Wages start at \$15.38 per hour.

Responsibilities and Duties:

- Provide friendly, courteous, and accurate service to all users.
- Maintain neatness of public areas and personal space visible to the public.
- Regularly work the Circulation Desk performing all circulation tasks, including, but not limited to check-in, checkout, interlibrary loan, and renewal of library materials, issuance of library cards, shelving and facing materials, and answering and routing incoming phone calls.
- Answer general library, procedural, and directional questions from patrons.
- Answer reference questions when needed, refer other patron queries to appropriate staff.
- Process interlibrary loan requests and place patron holds.
- Assist patrons with using the public access computers.
- Assess damaged library material and repairs as needed.
- Assure accurate library shelving of books and periodicals by shelf reading and reshelving as necessary.
- Perform routine book/materials processing including but not limited to creating spine labels and covering books.



- Understand and implement library procedures and policies, while safeguarding confidential and restricted information.
- May assist or implement programming under the supervision of the Library Director and Library Assistant.
- Other duties as assigned.

Knowledge, Skills, and Abilities

- Ability to deal courteously and diplomatically with patrons and colleagues.
- Basic knowledge of circulation practices, procedures, and technologies.
- Ability to take initiative and use good judgment in making decisions and referring questions.
- Ability to remain calm in difficult situations.
- Knowledge of Microsoft Office and similar software programs.
- Accurate keyboarding skills.
- Ability to prioritize work, meet established deadlines, and attend to detail as appropriate.
- Ability to follow tasks to completion.
- Ability to communicate effectively, both in writing and orally.
- Ability to navigate and search the Internet.
- Ability to bend, stoop, lift, and carry items up to twenty pounds.
- Ability to use general office equipment.