

L.E. PHILLIPS MEMORIAL PUBLIC LIBRARY
Job Description

DEPARTMENT: Library
TITLE: Desk Clerk
DIVISION: Circulation Services
REPORTS TO: Circulation Services Manager
DATE: April 2023
STATUS: Nonexempt

SUMMARY

Under general supervision, this position exists to perform customer service, public desk and clerical tasks that maintain the efficient flow of materials through Circulation Services.

EDUCATION/EXPERIENCE/TESTING REQUIREMENTS

- High school graduate or equivalent is required.
- Experience in general computing, hardware, software and Microsoft Office is required. Experience in library automation is preferred.

QUALIFICATIONS

The requirements listed below are representative of the qualities, knowledge, skill, and/or ability required to perform the essential functions of the job.

- Excellent customer service skills including poise in stressful situations
- Ability to establish and maintain positive, effective working relationships with staff and the public.
- Ability and initiative to work independently and efficiently with minimal direction. Ability to prioritize and multitask.
- Strong attention to detail and ability to work accurately.
- Ability to follow Library policies and procedures.

ESSENTIAL FUNCTIONS

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provides a welcoming presence for library customers. Assists customers in using library services, finding library materials and understanding library policies and procedures.
- Checks materials in and out using automated library system. Assists customers in using the self-checkouts.
- Follows procedures for renewals, reserves, overdue materials, fines, and claimed returned materials. Processes customer payments.
- Processes customer applications, address changes, and other circulation tasks in a multi-library system.
- Prints, sorts, searches, processes, distributes, and troubleshoots daily paging slips according to library, ILL, IFLS and MORE procedure.
- Records statistics.

- Performs sorting and mailing duties in mailroom.
- Fills, packs, and lifts courier bins and maneuvers full library carts and dollies.
- Assists in work flow process at the Page level when staff is out sick, on leave, or to enable the completion of daily duties or assigned task.
- Contributes to an orderly and visually appealing library through the shelving of materials and light cleaning.
- Communicates effectively, professionally and honestly with all Library staff and Library visitors, including both written and verbal communications, following Library procedures as needed.
- Assists customers in using meeting rooms, including making reservations, checking and checking out of rooms.
- Maintains prompt, predictable, and regular physical attendance.
- Responsible for maintaining a safe, secure, and orderly public space within the library building and grounds.
- Contributes to a positive, team-oriented work environment by being helpful, respectful, and approachable to both staff and the public.

NONESSENTIAL FUNCTIONS

The following are nonessential functions for this position. Other duties may be assigned.

- Serves on staff committees.
- Participates in professional development activities.
- Completes deliveries and vehicle transportation as needed.

WORK ENVIRONMENT/PHYSICAL DEMANDS

Frequent lifting, carrying, pushing, and/or pulling of 25-50 pounds is required. The employee must occasionally move (pull or push) book trucks with up to 150 pounds of materials. Frequent and repeated walking, standing, sitting, climbing, reaching, bending, squatting, and twisting motions are required.

LANGUAGE SKILLS

Must be able to read, write, give, follow, and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and customers.

SUPERVISION/DIRECTION RECEIVED:

- Circulation Services Manager
- Assistants, Circulation Services

Desk Clerk, Circulation Services

Date

Circulation Services Manager

Date

Deputy Director

Date