City of Bellingham
Classification Specification

CLASS TITLE	**Library Clerk**
DEPARTMENT	**Library**
UNION:	**1937**
SG:	**106**
CS:	**No**
FLSA:	**Y**
EEO/SOC CODE:	**AS/25-4031**

ENTRY/PROMOTIONAL

NATURE OF WORK:

Provides public service in library departments or branches, including checking materials in and out; performing a variety of circulation tasks; responding to questions from the public; and providing basic readers' advisory and ready reference assistance to patrons. Prepares and implements, or assists with library programs, services and tours. Serves as lead worker to Pages and volunteers in the absence of Page Coordinator or appropriate supervisors. May serve as the person-in-charge of the area..

DISTINGUISHING CHARACTERISTICS:

Positions in the Library Clerk classification perform public service duties including readers' advisory and reference assistance in all areas of the library and branches. The Library Clerk is distinguished from the Library Specialist 1 by the latter's responsibility for performing para-professional library support activities in a specialized unit of the Library requiring significant technical knowledge and skills.

SUPERVISORY RELATIONSHIPS:

Reports to a department supervisor. Works under general supervision and the guidance of City and departmental policies and procedures. May receive daily assignments from higher classified staff. May provide day-to-day direction to lower-classified staff and volunteers.

ESSENTIAL FUNCTIONS:

Circulation and Public Service Duties:

1. Provides friendly, efficient, customer service to library patrons.

2. Using an online computer system, checks out library materials and checks in returned materials. Handles overdue questions and issues, negotiates and establishes payment arrangements and limited checkout agreements with patrons; collects fines and makes change. Processes library card applications.

3. Receives and responds to phone and in-person queries; explains circulation policies and procedures to patrons. Answers basic readers' advisory and ready reference questions. Directs and teaches patrons how to use in-house library catalog, internet computers, and online databases. Assists patrons with printing queries.

4. Performs opening and closing circulation desk procedures, including but not limited to logging on/off computer terminals, counting cash, emptying book drop and sorting materials, as well as securing the building by locking doors and ensuring all patrons have left the building.

5. Creates, or assists with the creation of bulletin boards, signs and displays.

6. Coordinates and implements or assists with library programs or services such as book clubs kits, book discussion groups, or tours.

7. Prints requested materials lists, searches for items and processes them for distribution.

8. Checks on-line calendar for scheduled meetings. Issues keys for meeting room reservations. Takes payments for any meeting room reservations. Communicates any questions to meeting room clerk.

Lead Duties:

1. Performs lead worker duties such as coordinating and directing day-to-day workflow and providing guidance to Pages and volunteers in the absence of the Page Coordinator or appropriate supervisor.

2. Participates in training new Pages.

Clerical and Other Duties:

1. Performs daily clerical tasks such as data entry, maintaining records, running reports, searching for items, checking for accuracy and resolving status issues.

2. Provides clerical assistance such as filing, work processing and producing spreadsheets and graphics.

3. Assists patrons, troubleshoots issues, and performs simple maintenance on public service printers, photocopiers and microform machines.

ADDITIONAL WORK PERFORMED:

1. When assigned evening or weekend shifts, or shifts at Library branches, ensures all Library policies and procedures are followed, and takes appropriate steps to assure the physical security of patrons and the facility.

2. May work with Acquisitions Technician to order and receive new library materials.

3. May provide clerical assistance such as filing, word processing, and producing spreadsheets and graphics; monitoring, ordering, and stocking office supplies.

4. May drive Library delivery vehicle to off-site locations; load and unload book trucks and library materials from the vehicle.

5. May process and mend library materials for public use.

6. Straightens and reads shelves. Keeps public areas in order.

7. Retrieves materials from stacks and searches for missing items from the Library collection.

8. Prints long-overdue and sure-returned lists of materials; searches records and updates status of items.

9. May direct daily activities of Library volunteers.

10. Performs other duties of a similar nature or level and any tasks of a lower classification.

KNOWLEDGE AND SKILLS:

Knowledge:

- Knowledge of Library policies, procedures, and practices and ability to apply them and explain them to the public.
- Knowledge and understanding of basic library skills and resources including on-line databases and library catalog.
- Library ethics and patrons/records confidentiality.

Skills:

- Oral and written communication for effective interaction with patrons of all ages, with co-workers and others, using courtesy, tact and good judgment.
- Problem-solving and decision making.

Ability to:

- Make people feel welcome by displaying exceptional, friendly, customer service.
- Remain calm and effective under pressure and when dealing with disruptive behavior.
- Work accurately and maintain attention to detail in an atmosphere of frequent interruptions.
- Follow written and oral directions.
- Plan and organize workload effectively.
- Use a computer for data entry and retrieval as well as ability to use other common office and specialized library equipment.
- Utilize a variety of software including but not limited to spreadsheets and word processing.
- Learn routine technical service applications including but not limited to, making minor repairs to materials, using lamination machine, and updating status of materials.
- File and arrange items alphabetically and numerically.
- Add, subtract, multiply, and divide.

- Work independently and work well with others
- Demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job including:
  - Stand for up to five hours at a public service desk;
  - Reach shelves up to seven feet high and at floor level;
  - Bend over to reach stored materials;
  - Lift and carry library materials weighing up to 20 lbs., often in a confined space;
  - Correctable visual acuity to read a computer screen and a typeset page.

WORKING ENVIRONMENT:

Duties are performed indoors with frequent interaction with co-workers and with the public. Work is performed extensively at a computer work station with periods of prolonged sitting or standing. Station is often shared with other staff. Environment includes a normal range of noise and other distractions working around specialized library equipment and standard office equipment. Environment often provides only one other staff member present for entire work shift.

EXPERIENCE AND TRAINING REQUIREMENTS:

- High School Diploma or equivalent and one year of post secondary course work from an accredited institution, preferably in library science or technology or any equivalent combination of education and/or experience.
- One year experience and/or training necessary to provide a general knowledge of library systems and services.
- One year experience providing customer service to the public.
- Experience using an integrated library computer system.

NECESSARY SPECIAL REQUIREMENTS:

- Must pass criminal convictions and Washington State Adult/Child Abuse records checks prior to hire.
- Must be able to work various shifts depending upon the needs of the library, including evenings, weekends, and holidays.
- Some positions may require a valid Washington State driver's license and good driving record. A three-year driving abstract must be submitted prior to hire for those positions.

PREPARED BY: Library Support Class Study Task Force
6/07

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