

Hamilton County Library Job Description

Job Title: Library Clerk
Classification: Full-time, Benefits Eligible
Reports To: Library Director

Job Summary

The employee will support the Library's mission of excellence in customer service with an emphasis in helping maintain and promote the library's services to patrons of all ages. This involves basic customer service, clerical, and circulation tasks.

Job Duties and Responsibilities

- Performs basic circulation procedures including assisting patrons with checking out and returning library materials, collecting fines and other library fees from patrons, and other related tasks including assisting patrons with the application process for library cards and issuing library cards.
- Cleans and shelves library materials.
- Reads shelves for accuracy of order, re-shelving materials as needed.
- Answers phone and in-person questions and requests and responds accordingly.
- Assists patron in locating library materials and responds to patron information needs through the use of reference sources, the library catalog, and library materials.
- Operates and explains to patrons the usage of library equipment, public access computers, and electronic reading devices.
- Assists with projects, programs, and activities as assigned.
- Maintains appearance of library, including straightening and dusting shelves, straightening furniture, cleaning tables and computers, emptying trash, and general dusting and cleaning.
- Performs opening and closing procedures.
- Performs other duties as assigned.

Qualifications

- Must be 18 years of age.
- Possess a high school diploma or GED.
- Available to work 40 hours per week. Evening and weekend work may be required on occasion.
- Ability to work independently with assigned tasks.
- Basic knowledge of standard computer applications and software, including keyboard and scanning document skills.
- Ability to follow oral and written instructions.
- Ability to tactfully and courteously interact with the general public; excellent customer service skills.
- Ability to work well with the public and maintain a friendly helpful attitude toward people of all ages.
- Ability to interact with supervisors and work in a team-oriented environment.
- Ability to establish and maintain effective working relationships with co-workers.

- Ability to work within the library's policies, guidelines, and procedures.
- Ability to learn a broad knowledge of library principles, methods, materials and practices.
- Attention to detail.
- Able to meet multiple job requirements through flexibility, planning, and competence.
- Ability to fulfill I-9 work eligibility requirements.

Essential Physical Demands and Typical Working Conditions

- Work is generally performed indoors, in an office setting.
- Requires routine bending, stooping, stretching, kneeling, walking, lifting, sitting, maneuvering of book carts, library books, and other materials.
- This position is regularly required to talk and hear.
- This position requires the ability to lift and carry loads up to 50 lbs.