May 2021
FLSA: Non-Exempt

LIBRARY CLERK

DEFINITION

Under general supervision, performs a variety of clerical, customer service, and library support duties for the District; assists patrons at the Circulation Desk with their circulation needs; processes library holds and interlibrary loans; checks books and materials in and out; collects, sorts, files, and shelves library books and materials; processes and catalogs new materials for the District; prepares materials received for placement in the library collection; provides technology assistance to patrons; answers basic reference questions; helps design and maintain library displays; performs opening and closing procedures for library buildings; may serve as a U.S. Passport Acceptance Agent and process U.S. passport applications for the public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and management personnel. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level classification which performs the full range of clerical, customer service, and library support tasks for the District, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Greets and assists patrons at the Circulation Desk with their circulation needs; answers telephone inquiries regarding library services and programs; directs patrons to requested locations within the library; checks library materials in and out; assists with renewal of books and materials; issues new and replacement library cards; processes payments via cash register; answers basic reference questions; assists patrons with locating desired books and materials.
- Processes library holds and interlibrary loan requests; prepares hold lists for fulfillment; locates closest lending library and completes applications for interlibrary loans; monitors and tracks status of loan requests; creates and deletes temporary bibliographic records for loaned material; calls patrons to inform them when holds/loans are ready for pick up; notates loans within patron accounts; mails and tracks status of returned materials back to lending library.
- Opens and updates patron accounts; checks accounts to assess for applicable fees; collects and/or waives fees as appropriate; processes payments via cash register; issues receipts; updates the library database system accordingly.
- Receives and sorts returned material; ensures DVDs, CDs, and audio books are in appropriate cases; inspects returned materials for damage such as rips, stains, and marks; prepares description of damage for review and/or mending; updates status of damaged material in the library catalog.
- Provides technology assistance for patrons logging into public computers and utilizing related equipment including printers, scanner, copier, fax machine, and self-checkout station.

- Shelves books and materials; sorts returned items and places them on proper bookshelves; transports carts to transfer items onto sorting shelves.
- Answers the District's main telephone line; provides information related to library and passport services, programs, policies, and procedures; directs callers to the appropriate staff for further assistance, as necessary.
- Retrieves library materials from book drops and storage areas; collects, receives, and processes returned materials; regularly monitors book drops; checks in books and materials received from book drops; organizes books and materials and places them on their respective carts.
- Plans, designs, maintains, and changes library bulletin boards; prepares displays for various holidays, seasons, and library programs; creates artwork and graphics geared towards certain featured books or themes; creates posters and signs to publicize library programs.
- Performs library opening and closing procedures, such as locking/unlocking doors, turning off/on lights, turning off/on computers, and general cleanup of the library.
- Participates in library programming and community outreach events; assists with setup, organization, and distribution of programming/marketing materials, public inquiries, sorting books, registering individuals for library cards, and clean up.
- Operates a variety of office equipment including desktop computers, barcode scanner, camera, copy machines, printers, postage machine, telephone, self-checkout machine and scanner, cash register, and credit card machine.
- Participates in library committees and special projects as needed.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

<u>When Assigned to Passport Services</u>

- Distributes and collects passport applications from patrons and the public; schedules appointments with applicants; answers phone and voicemail questions and inquiries regarding the passport program; verifies applications are completed and signed properly; ensures passport applications and forms are available and up-to-date; makes photocopies of and verifies legal documents; assists patrons by resolving any issues which may result in rejection of their passports from the Department of State; tracks number of applications processed and other related statistics.
- Takes and develops passport photos; collects fees and generates receipts; creates, prints out, and places labels on envelopes; signs, seals, mails, and tracks passport applications sent to the Department of State; orders envelopes, labels, and related supplies as needed; follows legal guidelines and procedures; maintains and organizes copies of passport transmittals and related documents; stays abreast of changes and complies with program requirements for annual certification of passport program.

<u>When Assigned to Technical Services</u>

- Organizes, invoices and catalogs new materials received; creates and edits bibliographic records; adds information such as edition and subject headings when cataloging records are incomplete; uploads and modifies records regarding materials received into the Integrated Library System (ILS); selects and exports data from online catalog system into ILS; ensures catalog remains current and accurate for patrons and staff to locate items easily; creates item records, assigns classification numbers, and prints spine labels; affixes spine labels, barcodes, Accelerated Reader Level labels, and collection stickers on materials received; processes and prepares materials received for placement in the library collection; processes and prepares new magazines for circulation, creates serial bibliographic and holdings 'records, and creates and edits serial publication patterns.

QUALIFICATIONS

Knowledge of:

- Modern public library terminology, organization, procedures, policies, and techniques.
- General office business and administrative practices.
- The Dewey Decimal classification system and other alphabetical and numeric filing systems.
- Library cataloging, classification, and shelving systems and methods.
- Basic mathematical skills.
- Basic principles of handling cash including operating cash registers.
- Effective public relations techniques.
- District and mandated safety rules, regulations, and protocols.
- Recordkeeping and filing principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

When Assigned to Passport Services

- The Passport Agent's Reference Guide.

Ability to:

- Learn and become proficient in functions required to perform job duties.
- Maintain a strong service orientation and a demonstrated dedication to quality customer service.
- Work effectively, independently or as part of a team, to complete tasks as assigned.
- Pay attention to detail and exhibit efficient organizational skills.
- Follow detailed oral and written instructions.
- Adhere to and enforce sound library policies, procedures, and practices.
- Exercise effective critical thinking and problem-solving skills.
- Learn standard library procedures and stay current with emerging technologies.
- Learn the Dewey Decimal Classification system.
- File materials accurately according to library filing rules using alphabetical and numeric filing systems.
- Maintain accurate files, logs, records, and basic written records of work performed.
- Courteously respond to common inquiries or complaints from library patrons and the public and report outcomes to a supervisor.
- Perform basic mathematical computations.
- Use databases and the internet to answer basic reference questions.
- Input and query data using computer systems.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to completion of the twelfth (12^{th}) grade.

Experience:
- Two (2) years of responsible clerical, administrative support, customer service, or library experience.

Licenses and Certifications:

- None.

When Assigned to Passport Services

- Possession of, or successful acquisition within 12 months of employment, a valid US Department of State Certificate of Completion of Passport Acceptance Agent Training, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds, or heavier weights with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

SPECIAL CONDITIONS

Public Employees Disaster Service Worker. In accordance with Government Code Section 3100, California public employees may be called upon to perform assigned disaster service worker duties in the event of an emergency or a disaster.