LIBRARY SUPPORT CLERK

DEFINITION
Under close supervision, performs routine clerical work in circulation and processing Library materials and provides services to Library patrons.

ESSENTIAL FUNCTIONS
Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Assists patrons with questions regarding personal information or change of address, fines, overdue items, lost cards or application of new cards.
- Receives, inspects, codes and prepares materials for introduction to Library collection;
- Collects fines for overdue books and materials;
- Registers Library applications and assigns Library card numbers;
- Receives and inputs claim returns;
- Tracks and maintains damaged materials;
- Distributes Library/community information orally and physically;
- Greets patrons and answers phones.
- Other related duties as necessary.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledgeable of City and Department policies and procedures, card catalog systems, file maintenance, and quality customer services techniques and methods;
- Skilled in following oral and written direction, multitasking and establishing and maintaining productive working relationships;
- Ability to perform data entry, employ quality customer service techniques and concepts, follow oral or written instructions, and to effective communicate verbally and in writing in English
- Proficient in the operation of a personal computer hardware equipment and software packages.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent standing, walking, bending and lifting up to 50 pounds. Incumbents may be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS
High school diploma or equivalent, AND familiarity with Library Systems and quality customer service techniques or related experience.