SENIOR LIBRARY SUPPORT CLERK

DEFINITION
Under minimum supervision, performs routine clerical and security 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
- Receives, inspects, codes and prepares materials for introduction to Library collection;
- Computer processes incoming and outgoing Library collection;
- Collects fines for overdue books and materials;
- Registers Library applications and assigns Library card numbers;
- Assists patrons with questions regarding personal information or change of address, fines, overdue items, lost cards or application of new cards.
- Receives, inputs claim returns, greets patrons and answers phones;
- Prepares, types and maintains letters, reports, files and claims return slips;
- Tracks and maintains damaged materials;
- Searches, retrieves, edits and enters book or material records into Library system database;
- Distributes Library/community information orally and physically;
- Assists security with surveying and reporting any security violations to proper authority.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledgeable of City and Department policies and procedures, data entry methods and maintenance, and customer service techniques and concepts
- Skilled in following oral or written instructions, establishing and maintaining positive and productive working relationships
- Ability to successfully perform essential duties with little supervision, and to effectively communicate verbally and in writing in English
- Type 25 words per minute with no errors and operate a personal computer hardware and software;

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. May be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS
A high school diploma or equivalent, AND two (2) years customer service or related experience OR an equivalent combination of education and experience.