



<b>Department:</b>	Library
<b>Supervisor:</b>	Borough Librarian
<b>Prior Revision Date:</b>	6-4-2007
<b>Last Revision Date:</b>	12-13-2013
<b>Revision Made By:</b>	TA
<b>Revision Reviewed &amp; Approved by:</b>	SG
<b>Employment Status:</b>	PMEA Union
<b>Date Provided to Bargaining Unit</b>	1-30-2014

**Job Description**

**PUBLIC LIBRARY  
Library Clerk**

**Definition**

Provides customer service and performs clerical duties. Assists Borough Librarian with a variety of library activities and projects as needed.

**Supervision Received**

A Clerk reports directly to the Borough Librarian.

**Supervision Exercised**

Occasionally supervises student pages and volunteers. Supervises library patrons and has responsibility and authority to enforce library rules and regulations, referring difficult situations to the Borough Librarian if necessary.

**Duties** *(The duties listed in this section are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

A Library Clerk's essential responsibilities include, but are not limited to, the following:

- Serves customers at the library front desk. Provides circulation services, reference assistance and reader's advisory; locates materials and other resources; assists customers using library catalog, public computers, and other public equipment
- Promotes library programs and services during customer interactions; provides a positive image of library and assists in creating displays of materials to appeal to customers
- Maintains collections by cataloging new material, changing status of items, and reorganizing collection areas. Observes needs of library users and refers suggestions to the Librarian
- Attends staff meetings and collaborates with library staff to improve and enhance library services
- Assists in keeping safe, orderly, and neat environments in public service and staff work areas. Helps maintain equipment and supplies within department
- Responsible for complying with library's policies, and procedures
- Informs Librarian of work and customer service problems; recognizes situations appropriate for seeking managerial or administrative assistance
- Periodically assists with planning and presenting programming for children, teens and adults.
- Performs related tasks and special projects assigned by the Borough Librarian

**Distinguishing Characteristics**

The clerical, administrative and customer service duties assigned to positions in this classification are skilled and performed with limited supervision, normally within established systems and following established procedures. The work of this classification is distinguished by the employee's involvement in customer service and clerical duties.

**Working Conditions**

Incumbent performs 95% of duties either standing or seated in a Library or office environment. Physical effort is required while bending, lifting and carrying of up to 30 lbs is required.

**Qualifications**

Any combination of experience and education which provides the applicant with the following attributes:

- High School Diploma or GED equivalent is required
- Post-secondary education is preferred, particularly in either Library Studies, Liberals Arts or Education

*Working knowledge of:*

- Public library principles, organization, trends, materials, services and practices.
- Standard reference sources, classic and popular literature, current publishing trends and current developments in service delivery as appropriate
- Community information and recreation needs for library materials
- Both PCs and Macs; MS Office (Word, Excel, Outlook, Publisher); advanced computer skills preferred.

*Ability to:*

- Deal pleasantly with the public, maintaining positive public relations
- Exercise sound judgment and rational thinking under stressful and hectic conditions
- Perform clerical work and record keeping quickly and accurately
- Communicate effectively both orally and in writing
- Work independently with minimal supervision
- Learn operating policies and procedures
- Establish and maintain effective working relationships with those in contact within the course of work
- Maintain strict confidentiality
- Adapt to a frequently changing work environment
- Establish and maintain effective working relationships with customers and community organizations
- Establish and maintain effective working relationships with fellow employees work cooperatively with supervisor and display willingness to assist co-workers

**Signatures affixed on this job description confirm that it has been reviewed by the employee and his/her direct supervisor and that a clear understanding of the expectations of this position exists.**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date