

LIBRARY CLERK

DEFINITION

Under general supervision, performs a variety of clerical and library support duties for the District; assists patrons at the Information Desk with their circulation needs; processes library holds and transfers; checks books and materials in and out; collects, sorts, and shelves library books and materials; provides technology assistance to patrons; answers some reference questions; helps design and maintain library displays; performs opening and closing procedures for library buildings; employees may serve as a Passport Agent and process U.S. passport applications for patrons; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This is a journey-level classification which performs the full range of clerical 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.

- Assists patrons at the Information 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 library cards; processes payments via cash register; prepares overdue item reports; answers some reference questions; assists patrons with locating desired books and materials.
- Processes library holds and library transfers between Main and Branch libraries; searches and pulls materials from each department to fulfill hold lists; inputs purchase suggestions from patrons.
- Provides technology assistance for patrons logging into public computers and utilizing related equipment including printers, scanner, copier, fax machine, and self-checkout station.
- Participates in library display committees; helps design, maintain, and change library displays; ensures display materials are stocked and refilled as needed; updates bulletin boards and signage in the library; maintains the aesthetics of assigned library areas.
- Shelves new books and materials; sorts returned items and places them on proper bookshelves; transports carts to transfer items onto sorting shelves.
- Performs library opening and closing procedures; turns public library equipment on and off; ensures all patrons have exited the library upon closing; unlocks doors at opening; locks, sets security alarms, and turns off automatic door exits upon closing; locks parking lot gate; checks all doors and restrooms and turns off lights at closing.

- Retrieves library materials from interior and exterior 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.
- Works with individuals and organizations in the community to make them more aware of the Library and its services; promotes partnerships with the Library throughout the community.
- Creates positive experiences for library customers by effectively and efficiently performing job tasks; presents a positive image of the library in attitude, communications, and appearance, while performing duties in both the public and staff areas; greets and assists internal and external customers in a friendly, prompt, and accessible manner; listens and attempts to understand and resolve internal and external customer needs by providing solutions or referrals; works in conjunction with Administration, managers, and other staff to respond to the needs of the public.
- Operates a variety of office equipment including desktop computers, barcode scanner, handheld scanner, thermal printer, 3D printer, label writer, copy machines, printers, postage machine, telephone, intercom, key dock, RFID pad, virtual reality equipment, self-checkout machine and scanner, cash register, and laminator.
- Participates in library committees and special projects as needed.
- Performs other duties as assigned.

When assigned to Passport Program:

- Distributes and collects United States passport applications from patrons; schedules appointments with applicants; answers phone and voicemail questions and inquiries regarding the passport program; ensures passport applications and forms are available and up-to-date;
- Verifies passport applications are completed and signed properly; ensures parents or legal guardians of an applicant sign the application as required; makes photocopies of and verifies legal documents required for passports to be processed; 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 for paid fees; 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.
- Serves as the Agent in Charge of Passports during Library Assistant's absence, as directed.

QUALIFICATIONS

Knowledge of:

- Library terminology, procedures, policies, and techniques.
- General office business and administrative practices.
- Mission and goals of the District.
- The Dewey Decimal classification system.
- Library classification and shelving systems and methods.
- Basic math.
- Basic principles of handling cash including operating cash registers.
- Principles and practices of record keeping.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District 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 Program:

- The Passport Agent's Reference Guide.

Ability to:

- Learn and become proficient in functions required to perform job duties.
- Work effectively, independently or as part of a team, to complete tasks as assigned.
- Follow detailed oral and written instructions.
- Exercise effective critical thinking and problem solving skills.
- Demonstrate effective time management and organization skills and pay attention to detail.
- Learn standard library procedures and stay current with emerging technologies.
- Maintain a strong service orientation and a demonstrated dedication to quality customer service.
- Adhere to and enforce sound library policies, procedures, and practices.
- File library material using the Dewey Decimal system.
- Resolve interpersonal conflict.
- Ensure safety for patrons and staff.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- 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.
- For some positions, communicate clearly and concisely, both orally and in writing, using appropriate Spanish grammar and syntax.

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:

- High school diploma or equivalent.

Experience:

- One (1) year of responsible clerical or customer service experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

When assigned to Passport Program:

- Possession of, or successful acquisition within 12 months of appointment, a valid Department of State Certificate of Completion of Passport Acceptance Agent Training Certificate, 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 40 pounds.

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 encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Occasional evening and weekend work may be required as job duties demand.