

CITY OF BERLIN  
POSITION DESCRIPTION  
FOR  
**LIBRARY CLERK**

DEPARTMENT:	Cultural, Recreation and Education – Berlin Public Library
DIVISION:	Library
SUPERVISOR:	Library Director
SHIFT/HOURS:	Vary as needed/18 hours per week or less
PAY GRADE:	1

**JOB SUMMARY**

The Library Clerk performs a variety of clerical, circulation, and support duties to the Library Director, Librarians, Patron Services Coordinator, and Library Assistant. This is a position that requires a flexible, community-oriented person and is performed under immediate supervision.

**ESSENTIAL JOB FUNCTIONS**

- 1) Receives incoming library materials, empties books drops, and discharges library materials
- 2) Sorts library materials, organizes materials on carts to be shelved, and shelves materials
- 3) Receives system delivery according to procedure
- 4) Shelf reads and straightens materials on the shelves and in the collection while shelving
- 5) Searches for library items, fulfills holds list, and routes materials to correct locations
- 6) Performs circulation desk procedures; including patron services, registering patrons, collecting fines, placing material holds, and assisting patrons in database searching
- 7) May serve at circulation desk averaging not more than half of scheduled weekly hours
- 8) Acts as attentive backup person to the circulation desk when not scheduled on desk
- 9) Answers directional and standard questions and refers specific reference questions to the Library Director, Librarians, Patron Services Coordinator, or Library Assistant as appropriate
- 10) Assists customers with mechanical operations of library equipment
- 11) Assists Librarians with library programs and displays

- 12) Immediately addresses and then informs lead person in building of witnessed behavior that is in violation of library policies or the law
- 13) Adheres to policies and procedures established by the City of Berlin and Library Board
- 14) Performs light housekeeping
- 15) Performs other work as assigned by the Library Director, Adult Services Librarian, Children and Teen Services Librarian, Patron Services Coordinator, and/or Library Assistant

## **SKILLS AND QUALIFICATIONS**

- 1) High school diploma or equivalent is required
- 2) Previous library or customer service experience is required
- 3) Knowledge and understanding of library operations, services, and materials
- 4) Ability to work independently as well as a team player to maintain and foster cooperative and courteous working relationships with the public, peers, and supervisor
- 5) Ability to follow detailed oral and written instructions and adhere to library and city policies
- 6) Communicative skills: Effectively communicate ideas and information in both written and verbal form to library staff, library patrons, and community members
- 7) Technical Skills: Independent ability to use a variety of office and library equipment, use library software and databases, aid library patrons as needed with public library equipment, manage computer technology, apply technical knowledge, interpret technical regulations and instructions, analyze information, and write reports
- 8) Problem-solving skills: Ability to deal with abstract and concrete variables, identify problems and opportunities, utilize information and resources for decision-making purposes, effectively evaluate or make independent decisions based upon experience, knowledge or training, and refer problems to the Library Director when necessary.
- 9) Planning, time management, and organizational skills: Ability to organize and prioritize work and respond to varied/changing work demands
- 10) Willingness to maintain and improve skills in the above mentioned areas.

- 11) Flexible work hours with regular evening and weekend hours.
- 12) Demonstration of good character as determined through a background investigation.

### **PHYSICAL DEMANDS**

- 1) Ability to work in confined spaces
- 2) Bending, twisting, and reaching
- 3) Far vision at 20 feet or further, near vision at 20 inches or less
- 4) Fingering: keyboarding, writing, filing, sorting, shelving, and processing
- 5) Handling: processing, picking up and shelving books
- 6) Lifting and carrying: 50 pounds or less
- 7) Mobility: travel to meetings outside of the library
- 8) Pushing and pulling: objects weighing up to 100 pounds on wheels
- 9) Sitting, standing, walking, climbing and stooping
- 10) Talking and hearing, use of the telephone