



**Position:** Library Clerk – PT  
**Classification:** Union  
**Beginning Pay:** \$16.85 per hour  
**Benefits:** Personal and sick leave | Paid holidays | Retirement benefits  
**Schedule:** Mon. 2-6 PM | Tues. 4-8 PM | Thurs. 2-6 PM | 1<sup>st</sup> & 3<sup>rd</sup> Sat. 10 AM – 2 PM

## **DESCRIPTION**

Under general supervision of the Library Director and Manager of Library Operations, the Library Clerk provides circulation, reference and general information, offers engaged, friendly and convenient service to all library users and performs a variety of routine and complex clerical tasks.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Performs a variety of circulation functions, including but not limited to creating user accounts, processing incoming and outgoing library and interlibrary loan materials, runs notices, pulls holds, shelves and straightens material
- Responds to inquiries by email, phone or in-person regarding user accounts, library services, policies, procedures, circulation, reader's advisory and reference information
- Assists in basic technical support, maintenance and troubleshooting to effectively help users on a variety of personal devices and in-house computers
- Receives and resolves user complaints or concerns empathetically, and refers issues of greater complexity to the director or appropriate staff
- Accurately enters transactions into the Square App, charges credit cards for services, handles money and makes correct change
- Performs a variety of creative and clerical tasks which support library events for all ages and the Community Services Team
- Promotes library programs, services and events
- Performs other duties as assigned

## **JOB REQUIREMENTS**

- High school diploma (or a GED equivalent); some college credits or previous library experience preferred
- Valid Michigan Driver's License and a self-identified mode of transportation



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- One year of experience in a similar position, including clerical skills and customer service experience
- Must be able to multi-task, function with interruptions, manage time and complete work accurately while working in a fast-paced environment
- Ability to work independently, as well as a team player, to maintain and foster cooperative and courteous working relationships with ICL staff and the public
- Ability to maintain confidentiality of library records and adhere to library privacy law
- Proficiency in the use of computers, mobile devices, common software applications and standard office technology
- Communicate professionally and effectively with patrons and ICL staff by phone, in-person or electronically
- Ability to embrace change in the work environment, procedures and services
- Analyze, interpret data and maintain accurate statistics
- Visual acuity necessary to view a computer screen and written materials
- Hearing ability to answer telephone and user inquiries
- Physical ability to retrieve library materials from shelves and storage areas, lift and carry materials, pack, unpack and sort materials for distribution to and from ICL

## **ADDITIONAL INFORMATION**

- The position will require evening and some weekend hours
- The library environment typically requires standing for long hours, climbing stairs several times a day and extensive computer keyboard and mouse activity
- Meeting attendance is expected
- The preparation, loading and carrying or moving of heavy materials is commonly required for all ICL positions--reasonable accommodations are available for individuals with disabilities
- This job description is intended to describe the general nature and level of work being performed by a person assigned to this job and is not to be construed as an exhaustive list of all qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position