



Position: Library Clerk – PT
Classification: Union
Beginning Pay: \$15.85 per hour
Schedule: Tues. 10-2, Wed. 4-8, Thurs. 4-8 & 3rd Sat. 10-2

DESCRIPTION

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

DUTIES AND RESPONSIBILITIES

- Performs circulation functions, including creating user accounts, processing incoming and outgoing library and interlibrary loan materials; running regular reports and sending notices; demonstrates general problem-solving and provides follow-up communication with staff and other libraries as needed
- Responds to inquiries regarding user accounts, library services, policies, procedures, and circulation 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 manager
- Accurately enters transactions into the Square App, charges credit cards for services, handles money and makes correct change
- Performs other duties as assigned

JOB REQUIREMENTS

- High school diploma (or a GED equivalent), some college credits or library experience preferred
- Valid Michigan Driver's License
- One year of experience in a similar position, including clerical skills, customer service experience, and performing in a high visibility position



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- Basic typing and word processing
- Proficient knowledge of computer hardware and software applications and how to access, use and search them
- Ability to quickly learn and adapt to new and emerging technologies
- Effective problem-solving, interpersonal and communication skills necessary to interact well with various staff and users
- Work under general supervision with latitude to exercise independent judgment in accordance with established policies and procedures
- Analyze and interpret data and maintain accurate statistics
- Must be able to multi-task, function with interruptions, manage time, and work in a fast-paced environment
- Use office equipment to copy, fax and scan
- Establish and maintain effective working relationships
- Visual acuity necessary to view a computer screen and written materials
- Hearing ability to answer telephone and user inquiries
- Physical ability to climb stairs multiple times during the day, 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 some evening and weekend hours.

The library employment environment typically requires standing for long hours and extensive computer keyboard and mouse activity, in addition to in-person, electronic and telephone communication skills. Meeting attendance is expected; a self-identified mode of transportation is required. The preparation, loading and carrying or moving of 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. They are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.