

## **LIBRARY CLERK (DCC)**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This position is responsible for the performance of clerical support functions in a library. Employees are not required to have prior clerical library experience, but rather will learn to apply clerical skills to the requirements and processes involved in providing support library services. This position would be expected to serve patrons of the library at the circulation desk and in the microfilm area. In addition, employees would be required to perform the following functions: shelving books in prescribed format; typing and filing; entering data into a terminal and viewing data for eligibility; answering inquiries from library users regarding the provision of services; operating copiers and microfilm equipment; and keeping various logs and records related to library usage. This position differs from Program Assistant because of the specific location and function of the position. Program Assistants may be found across departments and offices functioning as part of a program or service. Library Clerks learn and perform skills adaptable to the library setting. Initially, the employee's work will be directly reviewed and supervised to be sure the employee is learning and applying rules and procedures of the library. As job familiarity increases, the employee will have leeway for completing work assignments independently under the prescribed procedures. This position may direct the work of aides, interns, temporary employees and other lower level employees.

### **TYPICAL WORK ACTIVITIES:**

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Provides customer service to all patrons using the library; answers questions and directs patrons to librarians as necessary; answers questions from public regarding hours of operation, borrowing and reserve procedures;
2. Inputs records into computer and accesses on-line cataloging and circulation system to verify patron's eligibility, check if material is part of collection and currently available;
3. Checks materials in and out; calculates and collects fines for overdue material; issues receipts;
4. Assists patrons with reserve materials and microfilming; gives out change and collects money for copies; sets up microfilm machines for patrons and shows them how to use machine;
5. Keeps running counts on library usage indicators, such as number of reserves, number of copies made, etc.;
6. Types variety of material including book labels, pockets, circulation cards, lists, book order cards, overdue notice forms and correspondence for supervisors;
7. Cuts articles from newspapers pertaining to local interest and maintains in scrapbooks and clipping files;
8. Mends books and other materials by making new spines, attaching torn covers, mending torn pages, etc.;
9. Reshelves books by arranging in proper shelf order and assists in shelf reading of all library material, which requires checking call numbers of books on shelf to ascertain proper order;
10. Performs minor repair (toner and ribbon changes, etc.) of library equipment such as copiers, microform readers and printers and typewriters;
11. Places items on reserve for faculty in accordance with copyright regulations; refers questions on copyright to higher level staff;
12. Files a variety of forms, notices, cards, etc.

**LIBRARY CLERK (DCC) (Cont'd)**

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of English necessary to respond to oral inquiries for information or assistance;  
Knowledge of automated on-line circulation and cataloging system to enter and retrieve basic information;  
Knowledge of library borrowing procedures to process paperwork for loaning materials to patrons according to guidelines;  
Knowledge of filing rules, alphabetical, numerical and specific to filing of library materials;  
Knowledge of arithmetic to calculate fines and total numbers;  
Ability to learn computer operations and appropriate software in order to produce simple letters, complete forms, and view and enter information;  
Ability to operate, show others how to operate and perform minor maintenance on library equipment used extensively by the public such as copiers, microform readers and printers and typewriters;  
Ability to provide directions to patrons and the public;  
Ability to scan and select information under easily understandable guidelines;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position (in some positions may require prolonged standing while waiting on the public).

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and one year of full-time clerical work experience which involved public contact.

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ADOPTED: 07/03/99