



Job Code: 0710
FLSA: NE
Unit: PCEA
Revised:

LIBRARY CLERK

DEFINITION

Under supervision, provides a variety of services to library patrons, performs clerical duties which are necessary to implement the work of the library, and performs other duties as required.

SUPERVISION RECEIVED/EXERCISED

Supervision is provided by a Supervising Library Clerk or management personnel. May provide direction to Library Pages in their assignments and prioritizing their work.

TYPICAL DUTIES

1. Performs routine circulation tasks required to serve the public, including the following: registers and updates files of borrowers; checks status of patron accounts using computerized equipment; accepts payments for fines, bills, fees, etc; assists patrons with inquiries regarding availability and status of items in collections; and assist users regarding circulation services. Checks in and out library materials.
2. Collects and records monies received daily complying with cash handling procedures.
3. Monitors and executes organization, filing, sorting and retrieval of library periodicals.
4. Prepares displays.
5. Shelves library materials.
6. Coordinate library tours and other group activities.
7. Performs related duties as required.

CITY OF PLEASANTON
Library Clerk - Page 2

MINIMUM QUALIFICATIONS

Knowledge of:

1. Library terminology.
2. Personal computers, modern office practices, procedures, and equipment.
3. Effective communication techniques.
4. Filing and records maintenance.
5. Basic accounting procedures.
6. Gathering and compiling information and statistics.
7. Principles and practices of exceptional customer service.

Skills to:

1. Relate and respond to customers in an effective, professional, creative, and cooperative manner.
2. File, alphabetically and numerically.
3. Utilize personal computers and terminals to perform data entry, word processing, database, and spreadsheet functions.
4. Perform basic mathematical calculations.
5. Proofread documents for accuracy.
6. Work as a team member to accomplish department goals.

Education/Experience:

Equivalent to graduation from high school. One year experience in customer service related work. Library and/or computer experience preferred.

Special Requirements:

Willingness and/or ability to work rotating and/or irregular shifts, including nights and weekends.

Work Conditions:

Work in a library environment directly with the public; sustained posture in a standing, walking or seated position for prolonged periods of time; perform lifting, crouching and pushing; may travel to other City facilities; some positions may include prolonged usage of computer equipment.

(jd0710)