



Job Code: 0770
FLSA: NE
Unit: PCEA
Revised:

LEAD LIBRARY CLERK

DEFINITION

Under supervision of the Supervising Library Clerk, to direct the work of subordinate personnel in the performance of duties associated with the operation of the Library's circulation unit; coordinate work schedule with the Supervising Library Clerk to provide maximum public service hour coverage; and to perform related work.

SUPERVISION RECEIVED/EXERCISED

Receives general supervision from the Supervising Library Clerk. Provides direction to Library Clerks and Library Pages in their assignments and in prioritizing work.

TYPICAL DUTIES

1. Directs workflow of checkout function, material returns and shelving processes in the absence of the Supervising Library clerk. Revises desk and work schedules of circulation division staff and schedules additional part-time staff as required.
2. Handles patron complaints regarding library circulation policies, fines, fees and patron registration in the absence of the Supervising Library Clerk.
3. Assists Supervising Library Clerk in recruiting, testing, interviewing, hiring and evaluating temporary Library Pages.
4. Trains Library Clerks and Library Pages in basic automation skills and routine circulation tasks under the direction of the Supervising Library Clerk.
5. Monitors daily cash collections and prepares deposits in accordance with city procedures.
6. Provides oversight for Library Clerks who organize, file, sort and re-shelve library periodicals.
7. Assists the Supervising Library Clerk in collecting circulation.
8. Orders routine office supplies for and in coordination with the Office Manager.
9. Schedules library meeting rooms. Monitors room use and reports potential problems to the Office Manager.
10. Provides public service backup at circulation and registration desks as needed and required.

CITY OF PLEASANTON
Lead Library Clerk - Page 2

Knowledge of:

1. Principles and practices of library circulation operations.
2. Typical automated circulation functions and practices.
3. Principles of supervision, training and performance evaluation.
4. Principles and practices of exceptional customer service.

Ability to:

1. Operate automated library circulation systems and modern office equipment including computerized work processing and spreadsheet programs.
2. Respond to external and internal customer needs and concerns with a positive and cooperative approach.
3. Use problem-solving skills to create positive outcome.
4. Develop and maintain effective working relationships with others and work with limited supervision.

Education and Experience:

Any combination of training and experience that would provide the knowledge, skills and abilities required to perform the essential duties of the job. A typical way to accomplish this includes:

Education equivalent to graduation from high school. Two years experience in customer service-related work. Library and/or computer experience is highly desirable. Training and/or supervisory experience preferred.

Special Requirements:

Willingness and ability to work rotating and/or irregular shifts, including nights and weekends. Ability to work in a library environment, directly with the public. Work in a sustained posture in a standing, walking or seated position for prolonged periods of time; perform lifting, crouching, pushing and use of computer equipment. May travel to other city facilities.