

JOB TITLE: Materials Services Clerk

DEPARTMENT: Patron Accounts and Materials Services

REPORTS TO: Materials Services Manager

CLASSIFICATION: Group 3

STATUS: Non-Exempt

OBJECTIVE: To check in and route materials.

DUTIES:

1. Understands and carries out the Library's policies and procedures.
2. Checks materials in and routes to the appropriate locations.
3. Answers basic patron questions on the telephone; refers patrons to appropriate staff for assistance.
4. Searches for and prepares holds.
5. Operates switchboard and automatic materials handler.
6. Sorts and inspects materials; reports damaged items.
7. Prints daily reports for volunteers and staff.
8. Assists with interlibrary loan duties as assigned.
9. Withdraws items from the library collections.
10. Examines and maintains circulating devices.
11. Corrects RFID tagging issues.
12. Prepares and routes school library books returned in error.
13. Maintains neatness of public areas including desks, counters, shelves, and tables.
14. Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

1. High school degree.
2. One year of library experience or one year of experience in retail customer service and organizing and working with merchandise.
3. Available to work evenings and weekends.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Considerable ability to establish and maintain effective working relationships with staff and patrons.
2. Considerable ability to perform excellent customer service and to communicate general library information to the public on the telephone.

3. Considerable ability to work independently.
4. Considerable working ability to handle multiple and simultaneous tasks.
5. Considerable skill in written and spoken communications.
6. Considerable knowledge and skill in the use of appropriate technology, including Microsoft Office 360.
7. Ability to work as a member of a team.
8. Ability to remain calm in difficult situations.
9. Willingness to learn new skills.

TOOLS/EQUIPMENT USED:

A variety of office machines, computers and library equipment.

PHYSICAL DEMANDS/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, stand, walk, push, talk, hear, and use fingers and hands to handle objects, tools, or controls. The employee is occasionally required to bend, or squat, and reach with hands and arms.

The employee must lift 25 pounds and transport or move up to 100 pounds of library materials from one location to another. Specific vision abilities required by the job include close vision and the ability to adjust focus.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

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