

Walworth-Seely Public Library

Job Description for Support Staff (Library Clerk)



General Statement of Duties:

The work involves the performance of routine library clerical duties necessary for the proper organization and distribution of library materials. Work is performed under direct supervision of higher clerks or Librarians. May supervise library pages and volunteers. All library staff should present the library as "a comfortable community space that encourages everyone to create, connect, and discover."

Essential Job Functions:

- Perform circulation desk procedures including patron services, registering patrons, collecting fines, placing item holds, and receiving and sorting incoming library materials to be shelved
- Answer the telephone and takes messages
- Call patrons to deliver messages or information on library material
- Answer directional and standard questions, and refers specific reference questions to the Library Director, Library Assistant, or another resource as appropriate
- Assist patrons with use of library equipment and technology
- Arrange files and materials according to library filing rules
- Adhere to and enforce library policies
- May assist at or lead library programs
- Other duties as assigned by the Library Director or Library Assistant

Required Attributes:

- Excellent customer service skills, approachable
- Ability to establish good rapport with all ages in groups or individually
- Tact and courtesy in dealing with staff and public
- Initiative, versatility, flexibility, adaptability
- Excellent communication skills, both verbal and written
- Ability to understand and follow oral and written instructions
- Attention to detail
- Ability to switch tasks quickly and effectively, and adjust to changing situations
- Ability to perform tasks consistently, in accordance with policies/procedures
- Excellent computer skills: searching, email, use of Microsoft office suite and Google Drive
- Working knowledge of office terminology, procedures and equipment as applied to library clerical work
- Working knowledge of library operations, services, and filing and shelving rules
- Working knowledge of business arithmetic
- Working knowledge of various social media sites
- Ability to use and troubleshoot the hardware in the library, including computers, printers, copier, etc
- Availability to work evenings and some Saturdays on rotation

Minimum Qualifications:

- A. High school graduate or possession of a high school equivalency diploma; or
- B. Two years of clerical experience; or
- C. An equivalent combination of training and experience

****The selected candidate will be hired after approval from Wayne County Civil Service****

Preferred Qualifications:

- A. Previous library or customer service experience
- B. Previous experience working with children, teens, and/or adults

Compensation and Benefits

- Starting at \$17.50 per hour
- 6-19 hours per week, including evenings and some Saturdays
- Eligible for NYS Retirement System
- Paid Time Off after one year of service
- Sick Time accrual will begin upon hire
- Membership in The Employee Assistance Program (EAP) for training and free resources



Walworth-Seely Public Library IS HIRING!

We are looking for a part-time library clerk to work some evenings and Saturdays on rotation.

Essential Job Duties:

- Working the circulation desk
- Assisting patrons with library services and equipment

Minimum Qualifications:

- High School diploma or equivalency; OR two years of clerical experience
- Customer Service experience preferred

Questions and completed applications may be sent to Anne Brown at walworthlibrarydirector@owwl.org

**Visit walworthlibrary.org/employment
or stop by the library for more
information and an application.**

Applications due by September 3, 2021

