

City of San José
CLASS SPECIFICATION

Title: Library Clerk (FT/PT) (6213/6214)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Library	Varies	Non-Exempt

CLASS SUMMARY

Under general supervision, performs a variety of clerical duties in support of an assigned library program area. Provides direct assistance to library customers in the location and use of library materials. Records and encodes incoming materials, arranging them in an organized manner. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the second level class in the Library clerical series responsible for providing general circulation services to customers through a broad range of clerical support tasks. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. The Library Clerk differs from the next lower class of Library Page in that incumbents of the latter class learn to perform sorting, shelving, and checking library materials in/out. The Library Clerk differs from Senior Library Clerk in that incumbents of the latter class perform as full supervisors or as clerical support to a professional librarian performing system-wide functions.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND one (1) year experience providing basic library customer service, checking in and out of library materials, and performing simple library or routine clerical office work.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.

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- Customer Service – Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- Flexibility - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Multi-Tasking - Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Provides direct assistance to internal and external library customers in the location and use of library materials.	Daily/Several Times
2.	Assists at public service desks by issuing library cards, updating customer records, and responding to general customer inquiries.	Daily/Several Times
3.	Accepts fines and operates cash register, may balance cash.	Daily/Several Times
4.	May serve as a lead person for pages, volunteers, and other staff on shift or in absence of regular supervisor; serves as supervisor or library services volunteers; assists in staff training; assists with scheduling; keeps track of hours, time off and related lead duties.	Daily/Several Times
5.	Records and encodes incoming materials, arranging them in an organized manner using standard classification systems; is adept at using the library automation system for item and customer related tasks.	Daily/Several Times
6.	Reserves materials for customers, and provides a limited amount of reader assistance.	Daily/Several Times
7.	Helps promote the image of the library in the community by providing prompt, accurate customer assistance, community information.	Daily/Several Times
8.	Handles routine customer problems, referring complex problems to a supervisor.	Daily
9.	Assists in preparing and distributing marketing materials; maintains accurate and up-to-date mailing lists.	Daily
10.	Serves as liaison to system committees or units including but not limited to, Volunteer, Staff Appreciation, and Marketing Communications.	Daily
11.	Maintains files and other miscellaneous clerical duties including daily and monthly Pay-In summary and MSR reports.	Daily
12.	May promote, participate, or assist in presenting programs for customers, including displays, bulletin boards, etc.	Weekly
13.	Inventories and orders unit supplies, orders for books and materials and processes them into the circulation system and routing to appropriate locations.	Weekly
14.	Performs other related duties as assigned.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

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PHYSIAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

CLASSIFICATION HISTORY *Created 7/80, Rev. 6/86, Rev. 09/17; s001*