Trails Regional Library
Library Clerk II – 19 Hour (Seasonal)
Job Description

SUMMARY
Library staff members are essential contact staff for the library with our patrons and are expected to maintain an environment of professionalism and customer service. An appreciation of libraries is a must. Under the direction of the Program Coordinator, Library staff members provide service to patrons of all ages as well as organize, coordinate and carry out Storytime, and other library-orientated programs at the branch level.

HOURS OF WORK (*19-hour seasonal position)*
Up to 19 hours per week. Hours are subject to change according to the needs of the library system. Evening hours and Saturdays will be included in the schedule. This position will be asked to attend programs at other branches in the system so some travel will be required. This position at Trails Regional Library shall be for a period of 10 weeks.

REQUIREMENTS
Education and Experience
Minimum of high school diploma or equivalent. Some college is helpful, but this job could be performed by an intelligent, well-organized individual with strong customer service skills and appropriate experience. General knowledge on a variety of topics is necessary to help library patrons find the information and resources they need. Computer experience including word processing, email, and Internet use are job requirements. Experience with providing programs, i.e. story times, book clubs, events, etc. is preferred.

Essential Duties
1. Greet patrons of varying cultures, ages, and abilities in a consistently friendly manner; provide assistance in selecting, locating, or using library materials and equipment.
2. Work with the Branch Manager and other branch staff to plan and provide programming/events at the branch level related to programming, including the Summer Reading Program.
3. Perform the basic routines of a programmer-i.e. creating and assembling crafts, assisting and introducing presenters, and taking pictures to provide for marketing.
4. Work at varying paces to respond to the needs of patrons.
5. Work well with other staff members to provide exemplary service to all patrons.
6. Assist patrons by retrieving materials from top shelves or bottom shelves if patrons cannot get it themselves.
7. Develop and maintain a working knowledge of literature; children's, teens and adult, and have the ability to perform in public by providing story times or other library programming.
8. Assist patrons with basic use of Internet resources and more detailed assistance with on-line resources provided by the library including interlibrary loan and online databases.
9 Perform the basic routines of the library-i.e. checking in and checking out library materials, assisting patrons with the computers, requesting materials for patrons, registering borrowers, checking overdue notices, collect fees for library cards, lost or damaged materials, and shelving materials on any of the shelves.
10. Perform general office activities including photocopying, filing, mailing, faxing, corresponding by telephone or in writing in English, etc.
11. Maintain a working knowledge of the policies and procedures of the library system.

12. Handle patron concerns or inappropriate behaviors with tact and diplomacy, making reports and referrals as necessary to the supervisor. Staff may encounter behavior by patrons such as viewing inappropriate images or language on the public access computers.
13. Troubleshoot computer equipment according to the procedures set by the library system.
14. Attend work regularly as scheduled and perform tasks as assigned.
15. All other duties as assigned.

Skills or Knowledge Required

1. Enthusiasm for working with the public and a wide variety of people.
2. Good language, spelling, writing, and organizational skills.
3. Plan and provide programming at the branch level in conjunction with other branch staff to meet programming objectives.
4. Develop a familiarity with the library's collection of fiction, non-fiction, and reference materials. Maintain understanding and appreciation of current fiction and non-fiction titles.
5. Knowledge of Windows Operating System, spreadsheets, and word-processing software is required, the library provides MS Office products on all staff and public computers.
6. Knowledge of Internet browsers and email programs is required.
7. Work without direct supervision.

Physical Requirements

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential physical requirements of this position

1. Lift and set up tables and chairs.
2. Operate computers, printers, and copy machines.
3. Place items on shelves at ground level and up to 7 feet above ground level.
4. Tolerate dust and mold encountered by working with books and other library materials or in library buildings.
5. Communicate with patrons and staff in person and on the telephone in English.
6. Spend up to 4 hours without sitting.
7. Travel to meetings and mandatory training sessions.
8. Vision which permits the employee to produce and review a wide variety of library materials, written reports, and related materials in both electronic and printed form.

COMPENSATION AND BENEFITS

1. Salary Track: C
2. Benefits: There are no benefits associated with this position.
3. Reports to: Program Coordinator

Revised: April 2023