

Job Class Profile: **Library Clerk**

Pay Level: **CG-21** **Point Band:** **340-363**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	3	3	3	2	1	2	1	3	
Points	93	50	19	14	60	22	41	21	32	352

JOB SUMMARY

The Library Clerk performs library clerical work by assisting in various phases of library operations. This class is primarily involved with circulation duties and registering new users of the library.

Key and Periodic Activities

- Checks books and other materials in and out for borrowers; assists them in the selecting of materials and in finding books. Explains to patrons procedures for finding library materials.
- Performs desk work such as recording for statistical purposes the number of books being circulated; and filing and maintaining registration cards, and other items.
- Contacts people to return overdue books, collects and records fines.
- Types order slips for new books and other documents as required.

SKILL

Knowledge

General and Specific Knowledge:

- Knowledge of library related methods, policies, procedures and guidelines.

Formal Education and/or Certification(s):

- Minimum: High School Diploma.

Years of Experience:

- Minimum: No experience required.

Competencies:

- Ability to communicate with the general public.
- Computer skills.

Interpersonal Skills

- A range of interpersonal skills are utilized including listening to information from and providing information to the general public about library resources, services and operations. Occasionally, interpersonal skills are used to deal with angry or upset people.
- Communications occur with a range of contacts including employees within the immediate work area as well as customers (i.e. general public) and supervisors.
- The most significant contacts would be with the general public, other employees and

supervisors.

EFFORT

Physical Effort

- Work demands do not result in considerable fatigue or require periods of rest.
- Lifting and moving books are required as part of checking books in and out of the library.
- Sitting, standing and walking are required when performing circulation desk duties and related tasks such as filing and maintaining registration cards.
- Fine finger and precision work is utilized to operate a computer to track statistics related to the number of books being circulated and to perform periodic typing duties.

Concentration

- **Visual** concentration is required to perform circulation duties; to type various documents and to register new library patrons.
- **Auditory** concentration is required to interact with and provide service to library patrons.
- **Repetition and alertness** are required on a regular basis when checking library materials in and out of the library as well as filing and maintaining registration cards.
- **Interruptions, time pressures and work pace** are affected by requests for assistance from the general public.
- **Exact results and precision** is required when checking books in and out.

Complexity

- Work tends to include tasks and activities which are similar/related to the skills and knowledge utilized. Tasks and activities are usually well defined and are related to performing library clerical work (i.e. circulation duties, checking library resources in and out, assisting library patrons).
- Typical challenges relate to performing basic and well-defined library clerical tasks which can be addressed by following established library procedures, policies and guidelines.
- References available to address typical challenges include library operating manuals, policies, procedures and guidelines as well as supervisors.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are received orally from a supervisor who outlines priorities governing completion of tasks and observes work for compliance with procedural instructions. Close supervision may be exercised until library procedures are learned.
- Work is performed independently once circulation and registration procedures are learned.

Impact

- Results of work generally impact the immediate work area and on library patrons.
- Work activities impact library and patron information, material resources and finances in terms of collecting overdue fines.
- Consequences of mistakes or errors are typically felt within the immediate work area as they primarily relate to circulation duties and patron registration.
- Consequences of mistakes or errors are typically identified and resolved quickly.

Development and Leadership of Others

- No responsibility for the direct supervision of staff.

WORKING CONDITIONS

Environmental Working Conditions

- Typically does not require any special precautions or safety equipment.
- Limited likelihood of minor cuts, bruises, abrasions or minor illnesses if safety precautions are followed.
- Exposure to computer glare, dirt/dust from library books and infectious diseases as a result of working with the general public.