

DISTINGUISHING FEATURES OF THE CLASS: The work includes, but is not limited to, assisting library users with their informational needs; shelving and processing of library materials and records according to the current library standards. Carries out assignments independently as experience is gained. No prior knowledge of library procedures and policies is required; on the job training is provided. Work is performed under the direct supervision of higher level staff. Does related work as required.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Performs routine searches of electronic records;

Issues library cards and updates users' records according to library procedures;

Performs circulation and interlibrary loan functions and runs reports;

Collects fees and accounts for monies;

Operates electronic equipment, such as but not limited to: photocopiers, scanners, fax machines, printers, computers;

Answers telephone; transfers calls and provides information to callers in a courteous manner;

Calls library users to deliver messages or information on library materials;

Types cards, lists, labels or short entries on forms;

Processes all types of materials to be added to the collection;

Prepares and sets up displays and bulletin boards, as needed;

Trains and directs other employees on library procedures and routines, as requested by supervisor;

Orders and keeps inventory of library and office supplies;

Greets all library users in a friendly and professional manner;

Responds to inquiries and refers users to appropriate staff or resources to resolve issues;

Takes action to enforce library policies or notifies the supervisor of such issues;

Creates and maintains promotional materials and signage;

May supervise children.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Excellent customer service skills; working ability to perform accurate calculations at a reasonable speed; ability to operate a personal computer and utilize common office software programs; ability to understand and follow moderately difficult oral and written instructions; tact and courtesy in dealing with staff and public; ability to maintain a calm and friendly demeanor with the public under stressful conditions; ability to maintain neat and legible records; and ability to move delivery boxes up to 70 pounds and lift 30 pounds, stand for extended periods of time, sit, bend, kneel, crouch and climb stairs.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma. To be eligible for appointment, candidates must demonstrate entry-level clerical aptitude and competence by successfully participating in an entry-level clerical examination.

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Last Reviewed: 12/19/02
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

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