SENIOR LIBRARY CLERK

DISTINGUISHING FEATURES OF THE CLASS: The work involves the performance of moderately complex library clerical tasks and assisting patrons with both use of the library collection and general policies/procedures of the library. This class requires a greater degree of autonomy than Library Clerk, moderate job complexity and supervisory responsibility. Work is performed under general supervision of a higher level Clerk, Library Assistant, Librarian or Director, as applicable. Supervision is exercised over Library Clerks, Pages and Volunteers. 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.*

Provides information to the public on library policies and procedures;

Reviews work of pages and clerks;

Maintains departmental work schedules and compiles data for statistical reports;

Maintains interlibrary loan records;

Inspects returned library material for damage;

Assigns and reviews work of subordinate staff;

Arranges or files materials according to library filing rules;

Performs routine searches of and updates to computer records;

Issues borrower cards according to library procedures;

Performs routine circulation, reserve and overdue functions;

Operates office machinery such as photocopiers or fax machines;

Answers the telephone, takes messages;

Calls patrons to deliver messages or information on library materials;

Greets all library users in a friendly and professional manner;

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Working knowledge of library services and practices; Good knowledge of office terminology, procedures and equipment as applied to library clerical work; Good knowledge of library filing and shelving rules; Good knowledge of operation of a personal computer and ability to utilize common office software programs; Excellent customer service skills; Ability to understand and follow oral and written instructions; ability to plan, coordinate and supervise the work of others; 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 and two (2) years of clerical and/or experience with customer service; preferably some of which is in a library setting.

NOTE: College credit may be substituted for a maximum of one (1) year of clerical experience. 30 semester credit hours from a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices equals one (1) year. Fewer hours may be substituted on a prorated basis.

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