

New Carlisle-Olive Township Public Library

Job Description – General Clerk, Full-Time

Supervisor – Head of Circulation

Hours – 35 hours per week. Non-exempt. Some evenings and weekends

Starting Wage: \$8.50-\$9.50/hour

Benefits: PTO, Health Insurance, Paid Holidays

Primary Function

The General Clerk provides exceptional service to patrons, as well as performing basic circulation and clerical tasks.

Qualifications

- High School Diploma or equivalent
- Ability to follow oral and written instructions
- Good oral and written communication skills
- Ability to establish and maintain good working relationships with the public and staff
- At least one year of customer service experience preferred

Specific Responsibilities

- Issues and renews library cards
- Assists customers in finding library materials
- Answers phone, provides routine information or transfers calls
- Processes holds
- Inspects materials for damage and makes recommendations for repair or withdrawal
- Checks items in and out at circulation desks
- Shelf library materials
- Shelf reading
- Assist in keeping collection in good order
- Assist with library displays as needed
- Assists patrons with basic computer use
- Performs other duties as assigned

Knowledge and Skills

- Ability to work with patrons in a friendly and tactful manner
- Knowledge of personal computers and related hardware, email, and office software
- Ability to learn computer programs and use them effectively
- Skill in checking information for accuracy and completeness and correcting errors
- Ability to organize materials alphabetically and numerically
- Ability to use basic office equipment

Physical Demands

- While performing the duties of the job, the employee is regularly required to sit, use their hands and fingers to handle or feel; to stand, walk, reach with arms and hands; lift, push/pull and carry objects up to 25 pounds. The employee is occasionally required to climb, stoop, kneel, crouch, or crawl.
- While performing the duties of the job, the employee may be exposed to room temperature changes
- The employee may be exposed to noise levels that are low to moderate.