



LIBRARY CLERK II

DEPARTMENT: LIBRARY

REVISION DATE:

February 2018

BARGAINING UNIT:
NONE

PAY MATRIX:
LEVEL 11

FLSA CLASS:
NON-EXEMPT

REPORTS TO: **LIBRARY DIRECTOR, ASSISTANT LIBRARY DIRECTOR, CIRCULATION LEAD**

DIRECT REPORTS: **NONE**

POSITION SUMMARY:

Under the general supervision of the library director, performs part-time professional library functions including routine and complex clerical, customer service and collection maintenance tasks.

ESSENTIAL FUNCTIONS:

- **Perform circulation functions, including checking materials in and out, filling patrons' requests, and creating patron accounts.**
- **Performs one or more tasks in material selection and maintenance, processing overdue materials, processing Interlibrary loans or other non-clerical tasks assigned.**
- **Answer questions regarding library services and basic reference questions.**
- **Answer questions regarding library technology and perform basic troubleshooting.**
- **Resolve patron account issues, including handling money and making change.**
- **Participate in trainings and meetings as directed.**

PERIODIC JOB DUTIES:

- **May perform other duties as assigned.**
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TYPICAL QUALIFICATIONS:

- **Education –High school diploma or G.E.D. equivalent; preferred some post-secondary education.**
- **Experience – One (1) to three (3) years in similar position, including clerical skills, customer service experience, and performing in a highly visible position**

SKILLS:

- **Ability to take initiative and work efficiently.**
- **Ability to work independently with intermittent direct supervision.**
- **Excellent oral, written and interpersonal communication and listening skills including, but not limited to: tact, diplomacy and professionalism when dealing with members of the public and staff.**
- **Ability to understand and carry out oral and written instructions.**
- **Problem-solving ability appropriate to the work activities.**
- **Ability to proficiently use and troubleshoot computers.**
- **Ability to concentrate in a diverse work setting.**
- **Perform job functions adhering to safety guidelines and policies set for by the administration and/or supervisor.**

KNOWLEDGE:

- Knowledge of office equipment, including telephone, photocopier, laser printers, personal reader devices (Kindle, Nook, etc.), etc.
- Knowledge of and proficiency with personal computer and computer software and applications, including automated database searching skills.
- Knowledge of internet search engines and familiarity with reliable web domains.

WORKING CONDITIONS:

- Ability to lift and carry up to twenty-five (25) pounds.
- Ability to push and pull twenty-five (25) to fifty (50) pounds.
- Long periods of walking and sitting.
- Typically bends, stoops and crouches on a regular basis to perform duties.
- Occupational exposure to blood or other potentially infectious materials.

REQUIRED SPECIAL QUALIFICATIONS:

The City of Altoona retains the authority to change the job duties included in this job description at any time. The list of duties is not exhaustive and various requirements are subject to possible modification as a reasonable accommodation for a qualified individual.