



JOB DESCRIPTION

LIBRARY CLERK II

DEFINITION

Under general supervision of the Circulation and Automation Coordinator, performs general clerical work in support of the various functions of the library; participates in the circulation services function; supervises library pages or coordinates the library volunteer program; assumes primary responsibility for a major clerical responsibility such as ordering supplies or handling requisitions and invoices; performs related duties as required.

CLASS CHARACTERISTICS

This is the intermediate class within the Library Clerk series. Incumbents within this class are distinguished from the Library Clerk I by the performance of work assignments of a more technical nature and/or ability to assume higher level responsibilities. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operation procedures and policies of the work unit. This class is distinguished from the Circulation and Automation Coordinator, who has supervisory responsibility for the division, and by the added responsibilities assumed in the position.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

1. Checks out library materials to patrons; checks in and prepares materials for return to the circulating collection; registers patrons; renews materials; collects fines for overdue materials and fees for lost or damaged materials.
2. Responds to general assistance of library patrons; responds to and handles difficult patron inquiries and complaints.
3. Processes departmental invoices for submittal to the City Finance Division and maintains simple vender and accounting records.
4. Schedules, trains and evaluates library pages and volunteers.
5. Coordinates the library's volunteer program; working with other staff assigns volunteers to tasks; schedules, evaluates and trains volunteers assigned to clerical tasks in the Circulation Services Division.
6. Schedules the use of library meeting rooms in accordance with library policies.
7. Assists the Circulation and Automation Coordinator by generating, compiling and preparing reports.
8. Provides general clerical assistance to the Library Director.
9. Supervises and participates in the operation of the circulation function as required in the absence of the Circulation and Automation Coordinator.
10. Without additional compensation, employee shall perform such additional acts or duties as the City Manager shall assign.



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QUALIFICATION GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the required knowledge, skills and abilities is qualifying. Graduation from high school, or equivalent; a minimum of two years of public library clerical experience.

Knowledge, Skills and Abilities

Knowledge of modern office methods, procedures and equipment; English usage, grammar, spelling and punctuation; principles of basic mathematics. Ability to use judgment in the application of departmental policies and procedures; learn basic library services and functions; understand and follow verbal and written instructions; operate office and library equipment including typewriter or word processing equipment at a rate of 40 wpm; make routine arithmetic calculations; establish and maintain cooperative working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

Possession of, or ability to obtain, an appropriate California driver's license and a satisfactory driving record.

ESSENTIAL ELEMENTS

Physical Demands

Sitting, standing, walking, reaching, grasping, lifting, manual dexterity, clear speech-complex, clear-seeing, and driving (car).

Stress Factors

Some pressure in assisting the public. Ability to interpret and explain actions to the public and supervisor.

Work Environment

Considerable work with the public and staff; verbal contact, face-to-face and telephone.

Mental Requirements

Reading complex, writing complex, perception/comprehension and judgment.

Equipment

Computer, keyboard, telephone, calculator, photocopier, micrographic equipment and automated circulation equipment.