

MOUNT CLEMENS PUBLIC LIBRARY
Job Description

Job Title: Public Services Clerk
Hours: Part time, 20 hours per week, including evenings and weekends
Reports To: Head of Public Services
Salary: \$12.00 - \$14.00 per hour

NATURE AND SCOPE OF POSITION:

Under the direction of the Head of Public Services, the Public Services Clerk may serve as a public relations intermediary by tactfully handling delinquent patron accounts and will provide direct and varied patron services, including but not limited to handling new and existing patron registrations, patron accounts, monetary transactions, processing of materials, and creating a safe, welcoming, and stimulating environment.

SPECIFIC DUTIES:

- Provide prompt, courteous, and direct assistance to patrons in a library setting
- Circulate library materials through the library's ILS
- Register and maintain patron library accounts
- Accurately collect fines and fees using a point of sale system
- Serve as initial contact person, provide general library information and directions, and answer and direct incoming telephone calls
- Check out and check in library materials
- Handle inquiries from patrons regarding delinquent accounts
- Inspects returned library materials for damage
- Provide technical assistance with copy and fax machines
- Process incoming and outgoing interlibrary loan items through MeLCat
- Accurately shelve materials
- Collect holds on picklist
- Record delivery of daily/weekly/monthly newspapers
- Manage circulation desk, phone, and email inquiries
- Process incoming library materials as directed by Head of Public Services
- Ensure safety and code of conduct are followed by patrons
- Refers information requests requiring professional assistance to librarians
- Attend continuing education courses and trainings
- Other duties may be assigned

JOB REQUIREMENTS:

- High school diploma or equivalent
- Demonstrated oral and written communication skills
- Demonstrated computer skills
- Working knowledge of Dewey Decimal system
- Good public service attitude

DESIRED CAPABILITIES:

- Experience with Polaris ILS
- Minimum of 1 year library experience

PHYSICAL REQUIREMENTS:

- Prolonged sitting and/or standing at a desk and working on a computer
- Must be able to lift up to 15 pounds at times
- Must be able to read and discern computer screens and book labels
- Must be able to push/pull book carts up to 50 pounds

TO APPLY:

Send resume and cover letter to Katie Barnes at kbarnes@mtclib.org

The Mount Clemens Public Library does not acknowledge receipt of applications.

The Mount Clemens Public Library is an equal opportunity employer.