



## City of Ishpeming - Position Description (Library Clerk)

PD#: LIB-ISH-0005

Replaces PD#: \_\_\_\_\_

Organization Title: Library Clerk

Position Location: City of Ishpeming

State of Michigan

County of Marquette

### POSITION CLASSIFICATION

#### POSITION:

The Library Clerk is a non-Supervisory non-union position, hired and employed under the general supervision and direction of the Library Director. The Library Clerk supports all aspects of the circulation and assists with programming planned and implemented by librarians, while continually providing excellent customer service.

#### CITATION:

Supervisory Certification: I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

SUPERVISOR POSITION: Library Director

REVIEWED DATE: 2/27/2023

CLASSIFICATION REVIEW:

Position Information	Conditions of Employment	Position Assignment
FLSA - EXEMPT	Drug Test Required – No	Part - Time
Primary Work Role – Library (indoor)	Financial Management Certification – NO	Full Potential
Additional Work Role 1 –	Essential Designated – YES	Probationary 180 Days
Additional Work Role 2 –	Required Access to Firearms – NO	
Interdisciplinary – No	Personal Reliability Screening - NO	
Security Access – No	Vaccination – YES Influenza	
FLSA Appeal – NO	Financial Disclosure – No	
Supervisory Status – No	Lautenberg – NO	

**SUPERVISORY CONTROLS:** Works under the general supervision of the Library Director who prescribes methods, procedures, priorities, and time requirements to be followed.

This position is non-supervisory.

**MAJOR DUTIES:** Executes the process of library materials circulation, provides patron-facing services throughout the library, and assists with the schedule of library programming. This includes support of other librarians' programs, but does not include programs conducted individually.

**1. CIRCULATION.** Circulation involves many techniques for ensuring customer access to materials. These techniques shall be executed as most appropriate and efficient for the library and customers. The Library Clerk may be required to sort, and place books on shelves (incl. other library materials), re-place items or reorganize-shelves (incl. incorrectly placed or misplaced items). The Clerk shall notify the Librarian of issues or concerns with items needing to be re-catalogued or re-labelled, checks-in, packs, and unpacks inter-library loans, pulls inter-library requests, repairs damaged items, and cleans damaged discs. The Clerk shall be required to support / execute all processes of circulation regardless of whether it is new material being added, old items being discarded, increasing, adding, updating or correcting discarded material list(s), sorting, and packaging, items weeded from the total collection. This position also requires some knowledge and execution of cash collection including balancing cash

boxes. Overall inventory management is a critical component of this position and should be processed within standardized protocols and according to a schedule. **40%**

**2. PATRON FACING SERVICES.** Performs all patron services, including but not limited to charging, discharging, and renewing library materials; registering patrons; receiving and/or processing reserves, system-level holds; routing inter-library loan requests; handling the book drops and supporting customers at the counter. Process and manage cash collections for fines and copies, process overpayments, and complete sales on behalf of Friends of the Library (merchandise). Supports patron requests/orders, maintain the holds -shelf, manage general requests for information on library services, assists with the use, operation and maintenance of library equipment (i.e., PCs, microfilm reader, card catalogs, the Great Lakes Digital Library, Libby app, and Beanstack website & app). Provides basic reference and reader's advisory services. Monitor and resolve any behavior / conduct of patrons and report issues to Library Director or Police, as necessary. **40%**

**3. MARKETING AND OUTREACH SERVICES.** Plans and creates, or assists with, displays when assigned. Accepts reservation requests for the Ray Leverton Community Room for Director review and approval. Assists with outreach by creating promotional materials (flyers, posters, bookmarks, web and social media graphics, etc.) utilizing appropriate software and equipment (e.g., Canva or other graphics programs). **5%**

**4. PROGRAMMING.** Provides support of programs and events planned and implemented by other librarians including prepping materials, site set-up, assisting with the programs (as required), assisting at the desk during a program, and ensuring full clean-up /tear-down at event conclusions. Assists with the collection and reporting of program statistics. **15%**

**5. PROGRAM CONTROLS.** Must be familiar with and be able to provide oversight and direction in several key program areas.

- a. Knowledge of the Dewey Decimal System and typical shelving practices for fiction
- b. Knowledge of general library principles and practices, particularly regarding the First Amendment and censorship.
- c. Knowledge of best practices in customer service in libraries.
- d. Demonstrates initiative as a service provider while working in a team environment and balancing a multitude of work assignments.

## **CONDITIONS OF EMPLOYMENT.**

1. This position is Essential. In the event of an emergency, or other unforeseen event(s), you may be recalled or requested to continue to perform your essential duties for the duration of the event(s).
2. Must have a high school diploma or GED (Bachelor's degree or library experience preferred)
3. Must be able to demonstrate proficiency in moderate level computer use.

**MINIMUM QUALIFICATION REQUIREMENTS.**

1. At least one year of customer service experience demonstrating strong interpersonal, organizational, and time management skills.
2. At least six months of experience using point-of-sale or industry-specific software.
3. Ability to communicate verbally and in writing.
4. At least one year's experience with at least five different kinds of technology, (i.e., computer, smartphone, tablet, printer/copier, e-reader, etc.).
5. At least one year experience working with graphic design software (Canva preferred)