

LIBRARY CLERK II

DISTINGUISHING FEATURES OF THE CLASS: This is specialized clerical work of a moderately complex nature which involves a responsibility for providing support to the library staff in various areas of library operations. This role involves helping library patrons with various aspects, such as navigating the library collection, as well as providing guidance on general library policies and procedures. The work is distinguished from a Library Clerk I in the complexity of assignments and the increased level of independent judgment and decision making. The work is performed under the supervision of a professional librarian or the library director, following prescribed general procedures. Work guidance (e.g., lead work) is exercised over lower-level clerical employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists library patrons with in-depth research, reference inquiries and locating specialized materials;

Performs cataloging and classification of library materials using library automation systems while adhering to standardized practices;

Performs bibliographic searches using standard sources such as printed resources, the library computer catalog and online databases;

Performs circulation activities, including issuing library cards, processing returns and handling overdue fines;

Provides information to the public on library policies and procedures;

Processes inter-library requests and provides related recordkeeping including monthly circulation report;

Reviews, purchases and processes material for library collection;

Calls patrons to deliver messages or information on library materials;

Takes action to enforce library policies or notifies the supervisor of such issues;

Integrates data relating to a variety of processes and procedures and instructs employees in their use;

Prepares and coordinates a variety of reports and statistical data;

Reviews data for completeness, accuracy and conformity with established procedure and responds to difficult questions related thereto;

Maintains and/or coordinates the maintenance of related office files and records;

Assist with planning and implementing library programs and events, such as workshops, author visits and book clubs;

Assigns and reviews the clerical work of Library Clerks, Pages and/or volunteers;

Assist with administrative tasks, such as budgeting, statistical reporting and preparing grant proposals;

Assists in the physical upkeep of materials by cleaning and repairing materials for preservation, preparing materials for binding and keeping bindery records;

Operates standard office machines and utilizes various computer programs and applications for the completion of work assignments;

May create public relations materials such as newsletters or press releases.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures and equipment as they apply to library clerical work; thorough knowledge of reference sources commonly used in library clerical support work; good knowledge of library filing and shelving procedures and rules; good knowledge of business arithmetic; working knowledge of library services and practices; ability to coordinate

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and implement new and revised sub-processes and procedures; ability to provide work guidance to others; ability to prepare correspondence and reports from general instructions; ability to understand and carry out difficult oral and written instructions; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relationships with others.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and four (4) years of clerical experience, one (1) year of which must have been library clerical work and one (1) year of which must have involved supervisory and/or non-routine duties.

NOTES:

1. Additional qualifying experience or any academic, technical or vocational training may be substituted for schooling on a year-for-year basis.
2. Post high school education may be substituted for two (2) years of the general clerical experience on the basis of thirty (30) college credits per year of experience.

PROMOTION: One (1) year of permanent competitive class status as a Library Clerk I or Library Clerk-Typist I.