

MAXWELL MEMORIAL LIBRARY

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Job Title: Permanent Part-Time Circulation Clerk

Job Category: a) Part-time Regular or b) Hourly

Pay Range: Hourly, starting at \$13.50 per hour, commensurate with experience

Job Description: Permanent part-time circulation clerks work a regular shift each week at the library circulation desk, to be determined by schedule openings and by the director and clerk together. At least one Saturday per month will also be part of the schedule.

a) *Part-time regular clerks* are scheduled for 10-25 hours a week; additional time requirements include monthly staff meetings (1.5 hours), occasional trainings outside of work hours (1-2 hour sessions), emptying the book drop during long holiday weekends (2 hours), and substituting for other clerks.

b) *Hourly clerks* work an irregular schedule or less than 10 hours per week.

Benefits: Clerks immediately start accruing sick time according to NYS law. After 3 months of employment, part-time regular clerks are eligible for paid vacation and personal time, to be determined based on average hours worked in a pay period and date of hire. Part time regular clerks are also eligible to participate in our 401K plan. These benefits and other forms of leave are described fully in the Employee Handbook.

Clerk responsibilities include

- Working at the circulation counter and handling all patron transactions
- Mastering the Polaris library circulation system and using it effectively to solve circulation problems and answer questions
- Fielding basic- to intermediate-level reference questions
- Effectively using Internet and electronic resources for library tasks and helping patrons
- Processing materials
- Answering the phone and handling inquiries by phone
- Working well with patrons of all ages and walks of life
- Working as a competent and friendly team member with other staff
- Regularly using library email to keep abreast of library news, updates and issues
- Completing special tasks (one time or ongoing) assigned by director (displays, book sale, crafts)
- Some physical ability – the job entails lifting or otherwise moving bins and bags of library materials up to 50 lbs., bending and reaching, and working on your feet.
- On an ongoing basis, building skills necessary to answer patrons' questions, provide needed help, and work effectively in the current library setting. This can be done through workshops and trainings offered by the library and regional library organizations, as well as through independent study and continuing education.

An employee working as a circulation clerk must have the following skills:

- Communicate well in English, including spoken and written word
- Be calm and polite when patrons may be upset, angry or rude
- Be able to navigate in a Windows- and web-based computer environment
- Be able to use and help others use various Web browsers, email services, word-processing programs, mouse, touchscreens, portable memory devices, printers, scanners and fax machines
- Be able to navigate the Web-based library catalog to place holds, search for items, access patron accounts, and more
- Have a practical knowledge of electronic books and ereaders, listening devices, downloadable audiobooks and ebooks, tablets, smartphones, and laptops and a desire to continue learning new formats as technology develops