

MAXWELL MEMORIAL LIBRARY

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Job Title: Social Media Library Clerk

Job Category: Part-Time Regular

Pay Range: Hourly, starting \$14

Job Description: The Social Media Library Clerk is a permanent part-time (average 20 hours per week) regular circulation clerk who works a set 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, as well as evening hours. Additional time requirements include monthly staff meetings (1.5 hours), occasional trainings outside of work hours (1-2 hour sessions), and substituting for other clerks.

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.

Minimum Qualifications: High School or Equivalency Diploma

The Social Media Clerk will perform all the same tasks as Circulation Clerk, including:

- Working at the circulation counter and handling all patron transactions.
- Mastering the Polaris integrated library system and using it effectively for circulation and to answer questions.
- Fielding basic- to intermediate-level reference questions.
- Effectively using Internet and electronic resources for library tasks and helping patrons.
- 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 the director.
- 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, OCPL, and regional library organizations, as well as through independent studies and continuing education.

In addition, the Social Media Clerk:

- Posts regularly on the library's Instagram and Facebook accounts, working with the director, library assistant and youth services librarian.
- Is willing and has the skills to help grow our social media presence and help market the library to the community.
- Helps patrons and staff with technology issues, including using computers, tablets and other handheld devices, troubleshooting, and downloading library materials in various formats.
- Leads occasional classes or help sessions for patrons.

An employee working as a Social Media Clerk should have the following skills:

- Communicate well in English, including the spoken and written word.
- Be calm and polite when patrons may be upset, angry or rude.
- 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
- Navigate the Web-based OCPL public catalog to place holds, search, access patron accounts, etc.
- 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