

**JOB TITLE:** Coolspring Branch Clerical Assistant I

**JOB CLASSIFICATION:** Clerical Assistant I

**REPORTS TO:** Coolspring Branch Manager

**RESPONSIBLE TO:** Extension Services Manager

**JOB LOCATION:** Coolspring Branch Library

**PURPOSE OF POSITION:**

Perform routine clerical and non-specialized tasks related to the operation of the Coolspring Branch, under the supervision of others.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** (not all Inclusive)

1. Assist with daily operations of the branch during scheduled hours, including opening and closing of the branch as needed
2. Circulation duties:
  - a. Check in and check out materials
  - b. Register borrowers
  - c. Collect fines
  - d. Maintain statistics as required
  - e. Empty book drop
  - f. Shelve materials
  - g. Check in newspapers and magazines
3. Patron Assistance:
  - a. Answer telephone.
  - b. Assist patrons at the desk.
  - c. Answer reference and directional questions using both print and electronic resources.
  - d. Assist patrons in locating print, AV, and electronic resources.
  - e. Assist patrons with online catalog.
  - f. Take/fill patrons requests/reserves.
  - g. Take patron suggestions for purchase.
  - h. Instruct and assist patrons in the use of PC's, photocopier, Internet, and electronic resources.
  - i. Remind patrons of proper behavior as necessary.
  - j. Handle patron problems and complaints as necessary.
  - k. Consistently promote library services and programs to patrons.
4. Other duties:
  - a. Shelve and shelf-read as needed.
  - b. Forward materials to other departments and branches.
  - c. Inspect, clean and repair branch materials as needed.
  - d. Keep work area organized and in good order.
  - e. Attend library meetings and in-service training programs.
  - f. Create and/or assist with the creation of displays of materials, bulletin boards, and other displays.
  - g. Assist with programs and programming as needed.

- h. Assist in weeding, pulling titles for review, withdrawing and boxing of discarded materials.
  - i. Screen all checked in materials for damage.
  - j. Typing and computer entry as needed.
  - k. Suggest to branch manager materials to be ordered.
  - l. Open and close the branch library.
  - m. Other duties as assigned.
- 5. Building maintenance:
  - a. Perform light housekeeping
  - b. Inform supervisor of any building problems
- 6. Cooperate with all staff in performing tasks essential to providing quality customer service and the achievement of library objectives, goals, and mission, in conjunction with the strategic plan.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties. All job requirements listed below are representative of the knowledge, skill, and/or ability deemed necessary to perform the job proficiently.

**KNOWLEDGE, CRITICAL SKILLS AND ABILITIES:**

- 1. Ability to handle mathematical computations quickly and accurately.
- 2. Ability to communicate effectively with patrons and fellow library employees, both verbally and in writing.
- 3. Ability to accurately organize materials alphabetically and numerically.
- 4. Ability to use the keyboard for automated system.
- 5. Ability to work harmoniously and effectively with the public and with other staff members.
- 6. Ability to work a flexible schedule, including evenings and weekends as assigned.
- 7. Ability to type accurately and with moderate or average speed.
- 8. Ability to sit or stand for prolonged periods of time (1 or more hours).
- 9. Ability and willingness to learn to effectively use the automated system.
- 10. Ability and willingness to learn to effectively use PC equipment and electronic resources.
- 11. Ability and willingness to become familiar with library services, programs, materials, and routines.

**OTHER SKILLS AND ABILITIES:**

- 1. Knowledge of, or experience with, library routines, procedures, and duties.
- 2. Travel to library meetings or workshops as needed or required.
- 3. The employee must be familiar with, or able to learn to function with, the following equipment in order to perform job functions:
  - a. Automated system and on-line catalog.
  - b. Internet
  - c. Telephone system
  - d. Photocopier
  - e. Fax machine
  - f. PC equipment
  - g. Typewriter
  - h. CD-ROM workstations

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- *Physical Demands:* While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk or hear; smell. The employee is occasionally required to stand; walk; sit; climb; balance; stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus. The employee must be able to perceive, initiate, or respond to fire alarms, warning sirens, and telephone system all-call messages in a calm, rational manner, making sure that the other employees and patrons are safe and out of the building.
- *Work Environment:* While performing the duties of this job, the employee may be exposed to room temperature changes. The noise level in the work environment is usually low to moderate.

This job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. The employee may be required to perform any other job-related instructions as requested by the supervisor subject to reasonable accommodations.

**NOTE:** This is a 20 hours per week position, normally days, but regularly including evenings and weekends as assigned. This position may also include traveling to library meetings and workshops as needed.