



WESTCHESTER PUBLIC LIBRARY

Library Clerk Job Description

Qualifications

- Ability and desire to work well with the public.
- Prompt, honest and dependable, able to work mornings, afternoons, evenings and weekends as requested.
- Ability and desire to work as a cooperative member of a team.
- Ability to learn and accurately perform complex procedures, including the library's automated system.
- Ability to accurately file books using the Dewey Decimal system.
- Responsible and professional, with a service-driven attitude.

Responsibilities

- Provide friendly, courteous and responsible service to library patrons, whether in person or by phone.
- Assist patrons with the use of Online Public Access Catalog (OPAC) terminals and help them find materials on the shelf.
- Answer the telephone and assist the patron or direct calls to the correct department.
- Check items in and out and assign fines as appropriate.
- Inform patrons of fines; process payment for fines and lost/damaged items.
- Issue new cards and update patron registrations.
- Put returned books in correct order on carts to be reshelved.
- Phone patrons to advise them of overdue items and held items.
- Answer basic Reference questions if Reference staff is unavailable.
- Empty drop box and check in materials.
- Perform all other tasks as assigned by Managerial staff.