



City of Pacific Grove  
Established Date: 11/19/14

## Library Clerk

**SUMMARY:** Under general supervision, provides clerical and technical support at the City Library, processes library materials, and provides assistance and customer services to library patrons.

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Provides assistance and customer service in a courteous and respectful manner; assists patrons in finding materials in the collection, answers informational requests, refers more difficult reference and research questions to the Reference Librarian when appropriate.
- Assists patrons with selecting, borrowing and returning library materials; responds to requests using knowledge of library policies and procedures; duties may vary according to job assignment.
- Checks library materials in and out, registers new patrons, and collects fees and fines.
- Provides personalized library services to special needs patrons and children; resolves computer record errors and customer requests within scope of authority.
- Empties the outside and inside book drops; assists with daily opening and closing procedures.
- Maintains library in a clean and orderly condition; shelves returned books, periodicals, media, and materials according to standard procedures and the library classification system.
- Assists with preparation and presentation of library programs and special events. Assists with library security; checks to ensure patrons comply with policies and procedures.
- Supports the relationship between the City of Pacific Grove and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

### MINIMUM QUALIFICATIONS:

#### Education, Training and Experience Guidelines:

High School Diploma or GED equivalent; AND one year of customer service experience, preferably in the City of Pacific Grove; OR an equivalent combination of education, training, and experience.

#### Knowledge of:

- City policies and procedures.
- Policies, rules and regulations governing the conduct and safety of library programs and facilities.
- Customer services protocols

#### Skill in:

- Explaining library standards and City policies and procedures.
- Dealing tactfully and courteously with the public.
- Accurately filing and finding library materials in a variety of designated locations.
- Closely following verbal and written instructions and procedures.

- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.

**LICENSE AND CERTIFICATION REQUIREMENTS:**

A valid California State Driver's License may be required.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed in a public library and a standard office environment.