

City of South San Francisco
Human Resources Department

LIBRARY CLERK (HOURLY)
Class Description

Definition

Under general supervision, performs a variety of customer service duties in one or more of the various sections of the library, including literacy and outreach.

Distinguishing Characteristics

Positions in this class perform routine clerical office and library duties according to established procedures under the supervision of a Library or Literacy Assistant I or higher. During times of limited coverage (Sunday hours, lunch breaks, etc.) positions in this class may be responsible for limited supervision of a program area. Not every position will perform each duty indicated below.

Important and Essential Duties

1. Performs typical service desk duties including but not limited to patron registration and account management, checking in/out materials, utilization of self-check equipment, assisting patrons with fines and fees payments and placing reserves, answering patron questions and requests.
2. Performs typical clerical tasks such as data entry and report generation.
3. Assists patrons in using and locating library materials and equipment; explains library services, rules, and procedures.
4. Shelves library materials.
5. Provides customer service in person, by telephone, and electronically.
6. Receives and processes new books or other materials.
7. Performs mending of library materials.
8. Reviews completion and accuracy of page, tutor and/or volunteer work.
9. Performs general housekeeping duties related to the organization of library materials and equipment.
10. Supports library programs by working in a team environment with other staff and volunteers; can lead, promote, or present library programs or activities including afterschool homework projects, programs and assistance.
11. Provides assistance to community outreach projects, including (but not limited to) dissemination of program information; delivery in person, by mail or phone of program message.
12. Prepares for programs, including set up and take down; organization of required supplies.
13. May be responsible for opening and/or closing a library facility according to established procedures.
14. Assists patrons with computer and technology use and troubleshoots basic computer and MakerSpace equipment problems.
15. Performs related duties as assigned.

Job Related and Essential Qualifications

Knowledge of:

- Basic elements of good English usage, numerical and alphabetical filing systems.
- Techniques for dealing effectively with the public including elementary school children, community groups and city staff, in person and over the telephone.
- Use and operation of personal computers and standard office equipment.

Ability to:

- Learn standard library practices and procedures and locate library materials.
- Use English effectively to communicate in person, over the phone and in writing.
- Understand and carry out verbal and written directions.
- Effectively perform a variety of library and standard office clerical work with speed and accuracy
- Work irregular hours, including nights and weekends.
- Work in a safe manner, following City safety practices and procedures.

Skill in:

- Some positions may require bi-lingual skills.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities, would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

One year of experience involving customer service.

Training:

Equivalent to graduation from high school.

Licenses and Certification

Some positions may require possession of, or the ability to obtain, an appropriate valid California Driver's license, which must be maintained as a condition of employment.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, twist and lift 35 pounds.

Work Environment:

Work in a standard library, office, classroom and/or mobile unit environment.

Ability to:

Work irregular hours, including nights and weekends; and travel to different sites and locations.

Additional Information:

- Approved:
- Revised Date: May 2019
- Former Titles:
- Abolished:
- Bargaining Unit: Non-represented
- DOT: No
- Status: Hourly
- Job Code: X235