



The purpose of the Penn Area Library is to select, make available, and maintain resources in a variety of formats, meeting the educational, informational, and recreational needs of our community.

The Penn Area Library offers this service to all persons and exists to stimulate ideas and learning, and to enhance the quality of life for those we serve.

Library Clerk

Revision Date:	September 2018
Classification:	Part-time, Hourly
Hourly Rate:	\$8.25
Hours:	20 hours per week (includes daytime, evening, and Saturday hours)
Reports To:	Library Director

The Penn Area Library seeks an energetic, flexible, courteous, and diligent individual to join the library's circulation team in providing front-line library services to the community of Penn Township and Penn Borough, as well as all residents of Westmoreland County. The job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related tasks as requested by the Library Director. This position is part-time, generally working no more than 20 hours per week, and includes daytime, evening, and Saturday hours.

Job Objective

To promote the mission and values of the Penn Area Library. To perform a variety of library circulation and clerical tasks while maintaining a high level of customer service. To work with minimal or no direct supervision, and at times be expected to solve problems and serve patrons independently.

Primary Responsibilities and Duties

Library Clerks perform any combination of the following duties and responsibilities:

- Performs general circulation and patron front-line services, such as check-in and check-out library materials; patron registration; collect payment of fines and fees; multi-purpose room scheduling; phone support, etc.
- Assists library patrons with item retrieval, reference and readers' advisory requests, and general service questions.
- Assists patrons with computers and computer applications, databases, and online public access catalog (OPAC).
- Processes new materials, magazines, and newspapers.
- Performs opening and closing procedures, including cash drawer reconciliation.
- Assists with the interlibrary loan and systems holds process, retrieving requested materials, updating online item records, and processing items for mailing/transit.

- Receives, sorts, and processes delivery items.
- Check-in and sorts materials to be shelved, including book-drop, delivery, returns, etc.
- Inspects returned materials for damages; shelves returned materials; maintains shelf order; mends and cleans books and/or AV items.
- Assists with library displays, events, and programs, including outdoor activities.
- Attends conferences, workshops, meetings, and trainings to maintain knowledge of library trends and technology development affecting circulation services.
- Performs these or other related job duties, as assigned.

Skills, Knowledge and Abilities

- Ability to provide knowledgeable customer service to assist all library patrons in a timely manner; show tact and courtesy in relations with the public and other staff members.
- Ability to communicate clearly and read printed and on-screen information.
- Proven computer skills and ability to input information into an automated system utilizing a keyboard.
- Knowledge of Microsoft Office and other computer applications.
- Ability to multi-task, work in a fast-paced environment, and handle difficult situations.
- Ability to work with minimal or no direct supervision, handle routine problems independently, and keep Library Director informed of library needs and concerns.
- Ability to maintain strict employer and patron confidentiality.

Environmental Conditions

- Work is performed in an office-like setting, but with need for considerable mobility such as light lifting (up to 40 lbs.), pushing a loaded book cart, bending, stooping, stretching, and sitting at a variety of desks and service points.
- Employee will be scheduled to work daytime, evening, and Saturday hours; schedules may be altered depending on the needs of the library.

Qualifications

- High school diploma or equivalent.
- One year of customer service experience preferred.

License and Certification Requirement

- Valid Pennsylvania driver's license.
- PA State Criminal Background Check, PA Child Abuse History Clearance, FBI Fingerprint Criminal Records Check, and Mandated Reporter Training upon offer of employment. Fees will be reimbursed after six months of successful employment.

Penn Area Library is a member of the Westmoreland County Federated Library System