VACANCY POSTING

& JOB DESCRIPTION

Branch Clerk - Madison

Applications will be accepted until 5:00 p.m. on Tuesday, November 3, 2026.
Complete an online application on our website: www.mrcpl.org/about/employment
Application forms are also available and accepted at all MRCPL locations.

This is a 20 hour per week position. Must be able to work a flexible schedule including days, evenings and weekends.

Reports to:	Branch Manager	**FLSA Status:**	Non-exempt
Pay Grade:	12; $15.00/hr to start	**Location:**	Branch Library

Positions Supervised: None

POSITION SUMMARY: Under direct supervision of the Branch Manager, the Branch Clerk performs a variety of tasks according to specific needs and established procedures including assisting customers, checking items in and out, working in the library's circulation system to update records, processing and shelving materials, providing basic reader's advisory and reference services, and keeping the shelves clean and organized.

QUALIFICATIONS:

1. High school diploma or equivalent
2. Clerical work experience, with knowledge of general office practices and experience using basic office equipment is preferred
3. Willingness to work with the public
4. Experience working both independently and in a team environment
5. Basic computer skills and ability to use Microsoft Office, internet and email
6. Ability to read, write, speak and understand English
7. Ability to count money and provide accurate change
8. Reliability and above average work attendance with ability to work flexible schedule including day, evening and weekend hours
9. Physical requirements: Engage in extended periods of sitting, standing, walking, bending, stooping, kneeling, twisting/turning and stretching to shelve materials throughout the library on shelves of varying heights from above shoulders to below knees. Engage in intermittent periods of climbing stairs, typing and viewing computer monitors, lifting and carrying equipment and materials occasionally weighing 40 – 60 pounds and pushing loaded book trucks weighing 75 - 100 pounds or more on tile or carpet. Must be able to use hands and fingers to grasp, handle and manipulate materials and operate tools and controls, including computers, phones and office equipment. Occasionally required to get on hands and knees to look for materials that have fallen under the shelves or use stool 14 ½ inches from ground

to reach upper shelves. Must also shovel snow and salt pavement as needed and pick up trash around outside of Library if needed. May be required to climb stepladder occasionally and sweep, mop or run vacuum.
10. Favorable results of pre-employment background check.
11. Reliable transportation in order to meet work requirements.
12. Required at time of hire: proof of eligibility to work in the United States.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of Library and departmental policies, procedures and operations, including emergency response (acquired after hire)
2. Knowledge of safe work practices and safe lifting techniques (acquired after hire)
3. Knowledge of Dewey Decimal System and alphabetization principles (acquired after hire)
4. Ability to sort, file and read numbers and letters alphabetically and numerically
5. Ability to accurately count and manage customer payments
6. Ability to analyze basic reference questions, assisting or referring customers appropriately
7. Ability to simultaneously manage duties and complete work with multiple interruptions and distractions
8. Ability to actively listen and communicate clearly with a diverse customer base
9. Ability to understand and follow specific instructions, both verbal and written
10. Ability to work independently in the absence of close supervision
11. Ability to prioritize work and efficiently carry out assigned tasks and projects
12. Ability to perform tasks in areas where seating is not provided, unless reasonable accommodation is requested
13. Ability to remain mentally alert, focusing attention on detail and accuracy
14. Skill in exhibiting an attitude of professionalism including tact, good judgment, dependability, and courtesy

ESSENTIAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Consistently provide superior customer service.
2. Exhibit professional, courteous and approachable demeanor at all times.
3. Handle multiple interruptions at once, sustaining productivity and accuracy.
4. Maintain confidentiality of customer records in accordance with Library policy and Ohio law.
5. Using good judgment and common sense, deal tactfully and professionally with customers to resolve issues, based on Library policies and procedures, to the best interest of the Library, staff and public.
6. Provide direct service to customers by checking materials in and out and renewing such materials.
7. Follow Branch procedures and address issues related to them.
8. Operate and maintain branch equipment, reporting any issues promptly.

9. Issue new and replacement Library cards, completing paperwork associated with the cards and utilizing the circulation system.
10. Assist customers with questions regarding their library accounts and resolve most issues according to Library policy and with customer service in mind.
11. Collect fines and payments for lost or damaged materials and issue refunds as appropriate and accurately make change as needed.
12. Provide customers with basic assistance on computers or with devices.
13. Provide customers with basic reader's advisory and reference services.
14. Using the library's circulation system, print reports for items placed on reserve for customers and locate those items, processing them appropriately in order to fulfill the requests.
15. Assist customers in the use of online catalog, online resources, copier and any other equipment.
16. Provide basic directional assistance to customers.
17. Contribute to bulletin boards and displays as assigned.
18. Inspect returned materials for damage for repair or charges to customer.
19. Process materials from book drops, as assigned.
20. Receive and distribute daily delivery materials, including performing related paperwork and other tasks.
21. Quickly and accurately, sort and arrange materials in appropriate sequences, load carts for shelving and shelve items in proper locations as assigned.
22. Shelf read, shift materials, straighten and/or dust as assigned.
23. Assist with maintaining the quality of all library items, including inspecting, cleaning, evaluating, and resolving issues with those items.
24. Maintain various paper files, as assigned.
25. Handle customers' routine circulation questions and concerns, in person or by telephone.
26. Register customers for Golden Buckeye cards.
27. Assist with opening and closing procedures, as assigned.
28. Perform various tasks associated with any other Library-sponsored programs.
29. Work Sunday rotation at Main Library or another branch location as scheduled.
30. Record daily, weekly, monthly statistics, as assigned.
31. Clean up bodily fluids as necessary following MRCPL procedures.
32. Maintain regular and predictable attendance.
33. With reasonable accommodation, meet the physical requirements and perform essential tasks and responsibilities reliably within 6 months of on-the-job experience and training.

ADDITIONAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Make minor cataloging changes, as directed by the supervisor.
2. Weed materials, as directed by the supervisor.
3. Make occasional recommendations for titles to be added to the collection.
4. Assist with moving furniture and equipment, as needed.
5. Search shelves for missing items or materials claimed to have been returned.

6. Occasionally make minor repairs to damaged items.
7. Contact customers regarding items damaged or missing from returns.
8. Occasionally assist with programming, community engagement activities, and staff training.
9. Occasionally work at other locations, as directed.
10. Adhere to, support and effectively implement Administration and Board policy, procedures and core values
11. Attend meetings as scheduled by the Branch Manager and Regional Branch Services Coordinators.
12. Attend Staff Development Day, and additional workshops and seminars as assigned.
13. Perform additional tasks as required by the upward chain of command, which moves from the Branch Clerk to the Branch Manager to the Regional Branch Services Coordinator to the Director.