

**TITLE: Library Clerk, Circulation**

**COMPANY:** LA Law Library

**FULL/PART TIME:** Full Time

**SCHEDULE:** 8:30AM – 5:15PM, Monday-Friday

**SALARY:** Commensurate with experience plus excellent benefits.

## **ABOUT LA LAW LIBRARY**

LA Law Library is a vibrant community education center in Los Angeles County and a leader in providing public access to legal knowledge, putting national and international sources of law into the hands of those seeking legal information. In addition to acting as the curator and cultivator of a superior collection of legal resources comprised of nearly one million volume equivalents -- including one of the nation's largest foreign and international law collections, LA Law Library serves as a gateway to legal information and a navigator facilitating access to the legal system for those who do not have or cannot afford legal representation.

Our staff serves more than 50 thousand patrons annually, both nationally and globally, and the number continues to grow daily as new programs and workshops are developed with the assistance of our many partners to provide innovative legal research technology and services.

## **POSITION INFORMATION**

LA Law Library is currently seeking a Library Clerk - Circulation who is flexible, innovative, energetic and a team player that can maintain accurate records by being a direct contact with Library users and providing excellent customer service to library users whether in person, via telephone, facsimile, or e-mail.

## **RESPONSIBILITIES:**

### **Initiation and maintenance of Library user records:**

- Registers new borrowers including review of completed application, collection of appropriate deposit and annual fees, and current proxy list based on established process and procedures.
- Closes out borrower accounts due to refund or library-initiated closure based on established process and procedures.
- Maintains information on non-borrowers who use library services per specified formats.
- Maintains information on overdue items and initiates Missing Book Reports process when needed.
- Responds to internal and external communications regarding borrower and non-borrower contact information, circulation proxy lists, and current circulation of materials per established guidelines and procedures.
- Maintains updated and accurate Voyager and print patron files.
- Organizes and drafts circulation related pamphlets and outgoing information as directed.
- Prepares or completes various forms, reports, and correspondence,
- Identifies and resolves routine problems associated with the Circulation Desk.
- Add items to item record and create on-the-fly records as needed.
- Assist as back-up for circulation aides.
- Back-up e-delivery, copy-center, and members program.
- Enter and update Member and Borrower information into Navision for use of Accounting Department.

- Process special promotion Borrower accounts.
- Assists Administrative Clerk with counting and verification of cash payments on a daily basis.
- Maintains statistics relating to patron groups.
- Maintain a back-up list of all borrowers.
- Explain policies and procedures to users and staff regarding rules, fines, replacements, and processing charges.
- Suspend borrower accounts per Accounting Department lists.

**Acts as initial customer services contact for Library users:**

- Provides assistance with Circulation desk operations as needed;
- Assists staff and users in efficiently finding appropriate materials and using library resources such as library computers and other equipment;
- Performs general tasks related to library operations, which may include opening and closing library facilities or safe deposit box each day, turning equipment on/off, loading/unloading or moving book carts;
- Explains policies and procedures to staff and users;
- Assists/backs up other Member/User Services staff as needed.

**Participation in achievement of divisional and departmental goals:**

- May be requested to provide input on changes in policies and procedures;
- Assists in creating borrower initiatives packages;
- May be requested to provide input to divisional staff to increase borrower base through new services and non-borrower usage;
- Communicates with supervisor, employees, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems;
- Contributes to Library newsletter.

**POSITION QUALIFICATIONS:**

**Required:**

- Ability to think and work independently and be a self-starter; able to understand and follow-through with job tasks as assigned, complete tasks despite continuous interruptions, and organize workload according to established priorities to ensure timely completion of jobs.
- Ability to gather information and develop solutions for solving circulation problems in an effective manner.
- Ability to concentrate and pay close attention to detail in order to ensure accuracy when handling paperwork, materials, money and files of all types. Ability to provide quality customer service through effective oral and written communication and interpersonal skills which demonstrate ordinary courtesy, respect, and tact.
- Ability to work on team projects when appropriate.
- Must be able to communicate and be understood to maintain all aspects of borrower and non-borrower records; oversee initial registration and sign-up of registered borrowers; update borrower and non-borrower associated files as needed; When appropriate, close out borrower accounts and initiate refund or forfeiture of deposit; participate in departmental projects; other related work.
- Proficient in the ability to operate/utilize general office equipment, library equipment, personal computer and software programs typically associated with library operations.

- Must be able to read and understand written and oral instructions to assist users effectively. Ability to understand, retain, and recall instructions.
- Ability to concentrate and pay close attention to detail in order to ensure accuracy when handling paperwork, materials, money, and files of all types.
- Excellent verbal and written communication skills.
- Ability to perform mathematical calculations and manage basic spreadsheets.
- Previous library experience and knowledge of Circulations processes and procedures.
- 2+ years' experience in a Library, office environment, or customer service environment.
- Associate's degree with coursework emphasis in Library Technology or related field or any equivalent combination of education, training and experience.

Preferred:

- Bachelor's degree with coursework emphasis in Library Technology or related field or any equivalent combination of education, training and experience.
- Reading, writing and/or speaking knowledge of a foreign language.

## **WORK ENVIRONMENT**

Will be working in a busy office environment.

## **PHYSICAL ABILITIES REQUIRED**

- Requires the ability to lift, push, pull up to 50 lbs.
- May require bending, stooping, reaching, twisting and crawling.
- Must be able to move from one job location to another.
- Some exposure to adverse environmental conditions such as dust and/or odors.

## **BENEFITS**

LA Law Library currently offers a comprehensive benefits package including California Public Employees Retirement System (pension program), choice of 10 medical insurance plans, dental and vision insurance plans, paid leave accruals, 13 paid holidays, life and long-term disability insurance, 457 Deferred Compensation plan, Flexible Spending Account (FSA); as well as a transportation allowance/reimbursement program for using public transit or free parking if you drive.

## **EQUAL OPPORTUNITY EMPLOYER**

LA Law Library is an equal opportunity employer. It does not discriminate against qualified employees or applicants based on race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, citizenship status, age, marital status, physical disability, mental disability, medical condition, sexual orientation, military or veteran status, genetic information, or any other characteristic protected by applicable state or federal law. Equal employment opportunity will be extended to all persons in all terms and conditions of employment.

To apply for this position, please send a resume and cover letter to [Careers258@lalawlibrary.org](mailto:Careers258@lalawlibrary.org). To view other job openings please visit our website at [www.lalawlibrary.org/CAREERS](http://www.lalawlibrary.org/CAREERS).