



JOB DESCRIPTION: LIBRARY CLERK

Revised: 2026

Reports To: Library Director

GENERAL SUMMARY

Under supervision of the Library Director (LD) and in the LD's absence, to the Assistant Library Director (ALD), the Library Clerk (Clerk) is responsible for assisting patrons and performing tasks of a clerical nature both manually and using the library's computerized circulation system. While exhibiting a commitment to customer service, the Clerk is accountable for supporting and implementing the library's mission statement, goals, objectives, and policies of the library.

ESSENTIAL DUTIES

- Performs Circulation Desk operations (checks materials in and out, renews items, places holds on materials; take ILL requests, manages holds and overdues; accepts and records money for lost materials and all goods and services sold at the desk; issues new library cards and museum passes; provides access to meeting rooms)
- Greets patrons in a friendly manner, answers telephone and emails in a professional and pleasant manner
- Helps patrons locate library items; assists patrons with digital media
- Refers patron requests to the appropriate staff person
- Registers new patrons and orients them to the library; provides patrons with general information about library services
- Assists ALD with interlibrary loans
- Accomplishes collection maintenance tasks as required (cleans and makes minor repairs to materials; maintains special collections, such as Book Bags and reference files)
- Shelves and weeds newspapers and magazines, under the direction of ALD

- Shelves books and other materials in numerical and alphabetical order
- Provides general information about library services and the facility
- Promotes and supports the mission/goals/objectives of the library, abides by all laws governing libraries, implements and interprets all Converse Free Library policies and procedures

OTHER RESPONSIBILITIES

- Assists in operations: opening and closing the library, emptying book drops, light cleaning
- Assists with some basic programming responsibilities
- Shares oversight of building security and patron/staff safety
- Demonstrates the ability to manage inappropriate behavior with kindness and discretion
- Assists in updating bulletin boards, photocopying materials, and maintaining brochures
- Other duties as assigned

SKILLS & EXPERIENCE

- Education equivalent to completion of high school and six months to one year of related experience, or equivalent combination of both
- Prior library and/or customer service experience, with a professional demeanor, tact, courtesy, and good judgment
- Ability to follow written and oral instructions
- Respect for and a willingness to maintain confidentiality in the library setting and outside of work
- Outstanding communication skills; ability to speak and write effectively, whether by phone, email, postal mail, or in person
- Proficiency with computers and other devices, common applications and software (especially Google Workspace and Microsoft Office Suite products), and internet searching. Ability to learn an automated circulation system and catalog. Proficiency with (or willingness to learn) fax, scanner, copier, and laminator
- Accurate keyboarding and data entry skills; accuracy in making change and basic math skills

- Flexibility and a sense of humor
- Neatness and aptitude for detail
- Strong interest in libraries and reading; willingness to become familiar with the Dewey Decimal System and other library procedures through outside workshops and classes
- Willingness and ability to work independently
- Must agree to provide a written record of results of a New Hampshire Criminal History Record check.

TRAINING PROVIDED

- Orientation to the library as well as specific training on book shelving and maintenance, and the Dewey Decimal System.

SUPERVISORY RESPONSIBILITY

- None

WORKING CONDITIONS/PHYSICAL DEMANDS

- Normal office/library environment, not subject to extremes in temperature, noise, odors, etc.
- Must be able to push and pull carts, do a moderate amount of squatting and bending, lifting (up to 40 pounds), stretching, and standing over extended periods of time
- Spends extended periods at terminal, on the telephone, or operating other office machines requiring eye-hand coordination and finger dexterity
- Regular interruptions in order to assist customers

The above statements are intended to describe the general nature and level of the work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

*External and internal applicants with disabilities, as well as incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of reasonable accommodation to be determined by management on a case by case basis.

HOURS & PAY

- Part-time position, 12-18 hours per week. Includes rotating Wednesday evenings and occasional special events.
- Hourly wage: \$18-20 per hour. Benefits include sick time and vacation time. No insurance benefits included. See Converse Free Library Personnel Policy for details.

SAMPLE 18-HOUR SCHEDULE, TO BE DETERMINED

M	1-5 p.m. (4)
W	10 a.m.-3 p.m. (5) or 3-8 p.m. (5), alternates
Th	1-5 p.m. (4)
F	10 a.m.-3 p.m. (5)

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