



North Canton Public Library
Clerk – Patron Services Department

The North Canton Public Library is looking for a friendly, engaging professional with a deep commitment to customer service to assume the position of clerk in its Patron Services Department. The successful applicant will be responsible for providing patron assistance in person and via phone, checking library materials in and out, answering questions about library accounts, and directing patron questions to the appropriate departments. The ideal candidate will work as a team player to enhance the Library's work culture of kindness, respect, and integrity among staff.

Job Title: Clerk – Patron Services

Education: High School Diploma or Equivalent

Hours: Variable Part Time: up to 19 hours/week, including evening and weekend hours

Salary: \$12.00 per hour

Immediate Supervisor: Patron Services Manager

Responsibilities:

- Serves the public in a courteous and professional manner, both in person and on the telephone, answering both directional and general informational questions
- Performs data entry tasks in a Windows environment, including (but not limited to) word processing, updating and correcting data, and using email
- Performs assigned tasks within the Polaris ILS system, including (but not limited to) check in, check out, and renewals; entering and revising patron registration and account data; maintenance and revision of materials records; serials control; inventory; placing and filling holds; basic interlibrary loan receiving and returning tasks; running statistical reports
- Collects fines and fees and maintains the required financial records with accuracy, efficiency, and integrity
- Performs tasks necessary for the opening and closing of the Library building and assists with matters of safety and security when conditions warrant
- Promotes positive and professional relationships with internal staff, volunteers, customers, vendors, contractors, and the general public

Qualifications and Requirements:

Ability to work independently and multitask. Ability to helpfully communicate with the public to determine customer needs. Ability to use and understand technology. Ability to analyze needs and situations. Ability to make sound decisions. Ability to work well with others and to promote positive staff and community relations. Ability to follow verbal and written instructions. Ability to follow and apply library procedures and policies. Must be able to lift, carry, push, and pull 40 pounds. Must be able to bend and reach. Must be able to communicate effectively in English, both orally and in writing.

The preceding statements provide an overview of the job responsibilities and shall not be construed as an all-inclusive statement of duties, responsibilities, or requirements. It does not limit or modify the right of any supervisor to assign, direct, or control the work of employees under his/her supervision. Additional related duties may be assigned.

Applications will be accepted until the position is filled. Please submit a letter of interest, resume including three reference contacts, and a completed [job application](#) to Kayla Moles, HR Manager/Deputy Fiscal Officer: kmoles@northcantonlibrary.org