

Canajoharie Library  
Arnell Museum at Canajoharie  
Job Description  
**P/T Library Desk Clerk**

The Canajoharie Library and Arnell Museum Desk Clerks are responsible for creating an inviting atmosphere and offering excellent customer service at the Library circulation and Museum admission desks. Desk Clerks are the first line of service and represent the Library and Museum to the public.

Clerks are supervised by the Library Director.

**Desirable Education and Experience:**

High School graduate or equivalent with applicable, documented work experience

Some Business School or Junior College desirable

Excellent customer service skills and an appreciation for reading, education, and the arts is highly desirable

Clerks must pass background, substance, and credit checks

**General Duties:**

Place the patron and visitor first; actively greet and interact with arriving patrons and visitors

Provide patrons and visitors with information regarding Library and Museum programs and services

Maintain a clean, well-stocked, and organized work station

Write a report of any incident occurring on Library/Museum property

Professionally answer the phone, provide information, and transfer calls as necessary

Perform opening and closing duties

Record automatic door count and reset at closing

Perform other duties as assigned by supervisor

**Library Duties:**

Assist in creating a safe and welcoming environment for all patrons

Operate Polaris computer system to perform routine patron transactions such as placing holds, checking in/out materials, updating registration, and registering new library cards.

Collect and process late fines and replacement fees.

Use CASSIE system to print jobs and collect fees for printing.

Assist patrons in locating library materials and offer basic reference support using print and online sources.

Provide computer support to patrons including assistance with public computers, online catalog access, downloadable audiobooks and ebooks, etc.

Print out and fill daily library holds list.

Check in daily MVLS hold bins and call patrons who have holds.

Maintain Library collection through shelving and shelf reading of materials.

Assist Library Director with programs as needed

**Library and Museum Desk Clerks work as a team to ensure adequate desk coverage; all Clerks are trained in both Library and Museum duties for ease of daily operations and staff scheduling; all Clerks are expected to work as a team and at both desks with equal ease.**

**Museum Duties:**

Open the Galleries upon arrival; close Galleries at end of day

Greet everyone who walks through the front doors

Introduce the exhibits and point out gallery locations

Point out Museum rules as appropriate, particularly concerning no touching, food or drink, or photography

Assist in creating a safe environment for visitors and the collection through monitoring gallery security cameras

Perform scheduled Gallery walk throughs; report problems to Museum Director or Facilities as appropriate

Operate Revel POS sales system for admission fees, memberships, Gift Shop and Regional Art Gallery purchases

Operate cash drawer

The ideal candidate will demonstrate continuous efforts to improve operations, streamline work processes, and work cooperatively and jointly with other staff members to provide seamless customer service.