

Library Clerk 2 – Central Library Access Services

OCPL is seeking an individual who is passionate about giving great customer service as part of a strong team of staff at our Central Library. The Library Clerk II will be responsible for direct customer service at the library's circulation desks, training and supervision of Clerk I and Page staff, daily money handling tasks, and may be asked to help process new materials for checkout. In addition, this position will lend a hand to Access Services on the library's busy first floor. The successful candidate will have excellent public service and technology skills and an appreciation for working in a busy downtown area. This position is full-time and will require some evening and weekend hours.

Central Library is located in the busy neighborhood of Downtown Syracuse, and serves a diverse community of patrons who look to the library for books and movies, computer access, family programming, and in-depth local history and genealogy research.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Customer Service

- Provide regular public service to all patrons at the library's circulation desk, check books in and out, and assist patrons with registering for a new library card
- Answer basic questions from patrons, in person and over the phone, and direct patrons with more in-depth or lengthy questions to the librarian
- Assist library patrons in the use of computers and office equipment
- Talk to library patrons about our programs and services
- Assist with the opening and closing of the library
- Demonstrate tact and courtesy in dealing with staff and members of the public

Materials and Money Handling

- Run reports at the request of supervisor, to assist in locating materials for patron holds, assessing usage, and weeding materials from the library's collections
- Oversee and maintain office supply inventory and order supplies as necessary
- Reconcile daily cash receipts and make regular bank deposits
- May be asked to help process new materials for the library's catalog

Training and Supervision

- Under the direction of the Library Clerk III, and in conjunction with Central's Library Clerk II team, help train and supervise clerical and page staff
- Maintain knowledge of current library policies, procedures, processes, and operations
- Represent the library at clerical and other training meetings

Access Services

- Help foster a welcoming atmosphere for patrons when they enter the library
- Become familiar with the library's policies and procedures, and act as a point person for related questions from clerical and page staff
- Maintain the first floor bulletin board, including determining what postings are appropriate and clearing the board of any outdated postings to keep it clean and clutter-free
- Assist with the creation of displays

Skills and Abilities

- You provide and model excellent customer service that is culturally respectful; you know the importance of making the library accessible to all, and you value inclusion and diversity
- You have excellent written and verbal communication skills
- You are highly organized and able to manage multiple projects simultaneously, prioritize effectively, and adapt flexibly to changing priorities
- You have strong technology skills and a high comfort level with technology
- You possess supervisory skills

Salary: \$42,522

Requirements:

- Promotion — one (1) year of permanent competitive class status in the title of Library Clerk I
- Open-Competitive — One (1) year of library clerical experience, or its part-time equivalent

Pursuant to the Civil Service Rules for provisional appointments, you will be required to take the next Civil Service exam for Library Clerk II, pass and be reachable for permanent appointment.

To Apply: Please fill out the Onondaga County Application for Open Competitive Examination on the Employment page of our website (please note there is no exam required at this time; we use this application as standard for all positions). Return the application along with cover letter and resume to the Central Library or email it to Kim Lighton, Central Library Manager, at kkleinhans@onlib.org. Applications will be accepted through Tuesday, September 30, 2025.

Central Library located at 447 South Salina Street, Syracuse, NY 13202-2494

Phone 315-435-1900 www.onlib.org Amanda Perrine, Executive Director

Beauchamp Branch * Betts Branch * Hazard Branch * Mundy Branch
Paine Branch * Petit Branch * Soule Branch * White Branch