Job Description

Department: Public Services
Position Title: Clerk
GDCPL Classification: 7, part-time
Supervisor's Title: Public Services Manager
State Certification Requirement: n/a
FLSA Status: Non-Exempt

POSITION PURPOSE

Effectively and efficiently assisting patrons at the circulation desk in a friendly manner

POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Performs basic circulation functions, including but not limited to: checking library materials in and out; registering patrons for library cards; looking up items; collecting and recording fines/fees; placing holds and/or requesting materials for patrons; handling Evergreen transits by packing, unpacking, and sorting Evergreen pick-up and delivery through the courier service
- Effectively communicates using various technologies and assists patrons with basic technology needs, including computer help, faxing, copy machine help, and answering/transferring phone calls
- Provides high-quality customer service by assisting patrons in a timely and friendly manner; providing reader's advisory service; looking up materials for patrons; resolving patron account problems; assisting patrons with reference questions and/or other basic questions or finding the appropriate person to answer the question
- Ability to work independently or in a group at the circulation desk; willingness to perform other work-related tasks as assigned
- Promotes Library services and programs, and signs patrons up for services and programs, including conference or study room use
- Assists in the daily operation of the Library as a whole, including opening and closing the Library, accurately shelving materials and shelf reading as needed; processing and repairing materials as needed; and keeping all informative forms up to date and available for patron use

EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience:

- High school diploma or GED required.
- Post-secondary education in a related field is preferred
- Customer service experience is required; a minimum of one year Library experience is preferred.
- Satisfactory criminal history background check appropriate for working with children.
- Must have a driver's license and a safe driving record to drive a personal vehicle for Library purposes.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Customer Service – Provides prompt, attentive, and friendly customer service in-person, by phone, or electronically; maintains personal accountability and ownership for providing excellent customer service; seeks and responds to feedback from patrons to improve service; meets commitments; shows willingness to go out of their way to help patrons.
- Teamwork – Cooperates and works together with all co-workers; plans and completes job duties with minimal supervisory direction, including good decision-making; collaborates with and supports coworkers by helping out where needed; creates and maintains positive relationships with coworkers; asks for and listens to coworker feedback and incorporates feedback into revised processes; completes work on time and with proper quality; supports cross-training and shares learning with others; understands we are all stewards of the taxpayers.
- Communication and Media – Communicates ideas and thoughts clearly, accurately, and respectfully; listens to others and seeks to understand others' perspectives; has knowledge of communication techniques and methods, including alternative ways to inform and educate using electronic media, including, but not limited to: email, Internet, and social media sites. Demonstrates proficient use of the English language.
- Adaptability – Willingness to take on new challenges and responsibilities; open to change and variety within the workplace; works hard to implement successful change in areas of responsibility; recommends and implements changes to improve processes and customer service.
- Image – Portrays a positive image of the Library; is a strong public ambassador and promotes Library programs and services during patron interactions. Promotes the Library's mission and complies with the Library's policies. Participates in the community as a representative of the Library.
- Technical – Proficiency in using computers and related software; experience with Library management system software, including cataloging systems and public interface systems.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee frequently is required to:
    - Stand, walk, and sit
    - Use hands and fingers to handle books, paper, and technology
    - Speak and listen to others
    - See and read
    - Reach with hands and arms
    - Stoop, kneel, crouch, or crawl
- The employee must frequently lift and/or move up to 25 pounds.
- The employee must frequently push, pull, and maneuver full book carts.