

PUBLIC SERVICES CLERK



Supervised by: Public Services Manager

Reports to: Public Services Coordinator

Position: Non-Exempt

Location: Public Service Department

General Description

Serves as the “first impression” for the library by greeting the public through direct interaction and by providing general library services in an effort to create lifelong users.

Primary Responsibilities

- Performs core values to standards set by library (which include Teamwork, Accountability, Work Ethic, Professionalism, and Customer Service).
- Helps maintain an environment in the department or branch that provides for the enjoyable and convenient use of library resources.
- Performs all aspects of opening and closing department or branch.
- Performs all aspects of Front Desk activities such as, but not limited to, checking in/out library materials, registering patrons for a borrower’s account, retrieving library materials, answering incoming phone calls, reserving title requests, shelving materials, and emptying book drops.
- Operates a variety of library office equipment, including a word processor, integrated library system (ILS: electronic circulation database), various computers, postal machine, and cash register.
- Consistently applies library policies and procedures to the public and staff.
- Ensures that users of all ages have full access to library materials and services as prescribed by the Library Bill of Rights and Freedom to Read and View Statement.
- Obtains and maintains Kentucky Department for Libraries and Archives state library certification.
- Performs other duties as required.

Other Duties Include

- Assisting in other departments when required
- Traveling to other branches using personal vehicle.
- Performs reader's advisory services in person, by telephone and by e-mail, using materials in a variety of formats to both children and adults.

Qualifications

- Ability to deal tactfully and effectively with staff and the public.
- Possess practical judgment and have ability to make objective decisions.

Qualifications (continued)

- Ability to communicate tactfully and effectively in English (Spanish, sign-language, and other languages helpful): verbally and in writing, with staff and the public, and in person, by telephone, or through electronic medium
- Ability to see and read instructions, documents, materials written in English in print or in electronic formats.
- Ability to perform light physical work and to frequently lift and carry 10 pounds.
- Possess hand/eye/foot coordination adequate to effectively use office equipment.
- Ability to work in variable environments such as areas that may have fluctuating temperatures and that can be dry, dusty, and/or musty.
- Must be able to stand at a 39-inch counter for long periods throughout the work day, with intermittent periods sitting, walking, bending, overhead reaching, kneeling, carrying, pushing/pulling, and performing a variety of similar body movements.
- Possess skill in operating a variety of library office equipment (such as integrated library system (ILS), various computers, fax machine, security systems, and copiers as well as familiarity with Microsoft applications) with accuracy and reasonable speed.

Experience and Training

- *Preferred:* One year of library experience.
Required: Be at least 16 years of age AND working toward or have earned a high school diploma or GED.
- Proficiency with information management tools such as Windows applications, Google Suite, and information sharing sites.
- Experience with library procedures preferred.

Special Requirements

- May need to possess a valid driver's license.
- Must be able to work nights and weekends, including Sundays.

Acknowledgment

I have read Core Values and this position description. I fully understand the requirements set forth therein. I hereby accept the position of Public Services Clerk and agree to perform the identified functions in a manner and in accordance with Boyd County Public Library's established procedures and standards.

I understand that my employment is at-will, and thereby understand that my employment may be terminated either by the organization or myself, and that such termination can be made with or without notice.

[to be signed by successful candidate]

Employee Signature

Date