

Job Description
Public Services Clerk

Reports to: Library Director
Revised: 3/8/22



Purpose of Job—

- Responsible for prompt and courteous delivery of customer service to library patrons, including circulation of library materials to patrons, maintenance of patron accounts including payments for fines and fees, answering patron questions regarding library materials and services, and maintenance of library collection and equipment.
- Maintains library spaces to ensure an orderly and attractive experience for patrons.
- Assists in the planning and delivery of library programs at library and remote locations under the supervision of the Director.

Essential Duties and Responsibilities—

- Works in public service areas as assigned: including answering reference and information questions; checking materials in and out; answering the telephone; issuing borrower's cards; processing materials, shipments, and reports; shelving, shelf reading, etc.
- Assists patrons in the use of technology available in the library, including basic troubleshooting of microfilm, photocopier, and computer problems
- Answers basic reference questions in person or by telephone and helps patrons locate library materials
- Instructs patrons in the use of basic reference tools, both print and electronic
- Maintains files, records, and statistics as assigned
- Maintains job knowledge by staying current with library policies and procedures, work related emails and training documents and by attending library related training as assigned

- Performs related duties as required

Qualifications–

- High school diploma or G.E.D. Some coursework at the post-secondary level is desirable.
- Ability to communicate effectively.
- Familiarity with MS Office products.
- Keyboarding/windows proficiency.
- Ability to operate library technology systems, including personal computer, software programs and other job related equipment.

Interaction–

- Interaction with staff, patrons, agencies and vendors.

Computer/Technology Skills/Equipment/Software Skills–

- The following is the common technology used in this position and is not all inclusive: Outlook, Data Entry, Electronic Resources, TLC ILS, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Intranet (StaffCentral), Internet (www.jacksoncitylibrary.org), and other library-related software applications.

Supervisory/Management Responsibility–

- None

Travel Requirements–

- Frequency of travel: Infrequent.

Physical Demands–

- Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents operating standard business office equipment.
- Manual dexterity and physical ability to perform tasks. (i.e. repeated lifting up to 35 lbs., continual standing, reaching, bending, and walking).

- Able to work in areas with odors, including cleaners & disinfectants, and in areas that may contain dust, or other possible allergens.

Work Environment–

- Majority of the work is performed in a general office/library environment.
- Requires availability for extended or nontraditional hours as needed to perform job duties.
- Requires periodic participation and attendance at related library events and training.

Disclaimer–

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

Signatures–

This job description has been approved by all levels of administration.

Director: _____

Board Secretary: _____

Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of this position.

Employee: _____

Date: _____