

Spokane County Library District

CLASSIFICATION: N06**POSITION TITLE:**

Public Services Clerk

GENERAL PURPOSE:

Provides direct circulation services and basic reference, readers advising and programming services to customers. May oversee circulation services in the absence of a Circulation Supervisor, Branch Supervisor or Circulation Services Assistant.

POSITION SUMMARY:

Provides direct circulation services; serves as role model for all circulation staff; ensures customer confidentiality is maintained. Provides limited basic reference, readers' advising, and instruction to customers; assists with programming. Resolves problems with customers in collaboration with Branch Supervisor or Circulation Supervisor. May assist in training new staff in circulation procedures.

Under the supervision of a Branch Supervisor, is responsible for all circulation services in a community library. Orders and receives supplies in a community library. Receives and processes magazines using the library's automated serials module. May serve as person-in-charge for a community library in the absence of the Branch Supervisor.

Under the supervision of a Circulation Supervisor, may be responsible for circulation services at a resource library in the absence of the Circulation Services Assistant.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsible for overseeing circulation related services including monitoring workflow and setting task priorities in a community library. In the absence of the Circulation Services Assistant, may assist the Circulation Supervisor in scheduling circulation staff, assigning tasks and monitoring the work flow of the circulation area in the resource library. May provide feedback to Branch Supervisor on job performance of circulation staff and/or page staff. Serves as person-in-charge in the absence of the Branch Supervisor.

Provides direct service to customers in person, over the telephone or by email, including materials check in/out, issuing/renewing library cards, and collection of fines and fees; assists customers with circulation issues; maintains confidentiality of customer information.

Addresses customer comments and complaints; enforces Rules of Customer Conduct and responds to emergencies in situations that may be stressful or unpleasant.

Responds to customer inquiries regarding library services and operations; refers inquiries to other departments or staff as appropriate

Assesses damage charges for library materials.

May perform daily cash reconciliation; may process the weekly and monthly deposits.

Provides instruction for use of library resources and assists customers with readers' advising or reference services; provides requested information or refers customers to appropriate staff and/or resource library. Promotes the use of library resources and programs.

Assists with adult and youth programs and activities. May provide storytime and summer reading programs in community libraries.

Processes magazines using the library automation system's serials module, including claiming and routine purging.

Orders and receives supplies in a community library.

May assist in training of Circulation clerks or other Public Services clerks.

May oversee a community library in the absence of the Branch Supervisor; open and/or close facility per established guidelines and procedures.

Attends work on a regular and dependable basis.

Performs repetitive motion using arms and wrists, stooping, bending, stretching and lifting up to 40 pounds of library materials, standing for long periods of time.

Hears, sees, speaks and listens to individuals in order to successfully interact with staff and customers.

Read materials in print or electronic format.

Interacts in a professional and respectful manner with District staff and the public.

OTHER JOB FUNCTIONS:

Performs other tasks as assigned.

SELECTION FACTORS:

(Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed trial period, and afterwards, for continued employment.)

Knowledge of:

- Personal computers and associated software;
- General business office terminology, procedures and practices;
- Proper cash handling procedures.

Ability to:

- Consistently demonstrate quality customer service behavior(s); maintain confidentiality of customer information;
- Communicate effectively with staff and customers both orally and in writing;
- Work effectively with co-workers and customers in a cooperative and respectful manner;
- Use computer systems, monitor, keyboard and mouse and various software programs to access appropriate information, such as customer accounts, timesheets, email, Intranet news, documents;
- Establish and maintain effective working relationships;
- Read materials in print and electronic format;
- Use problem-solving skills, initiative, and sound judgment;
- Work quickly and accurately; follow directions; meet deadlines;
- Lift office supplies, books, and other materials, weighing up to 40 pounds.
- Transport oneself to other locations to perform work and/or attend work-related meetings, workshops or conferences.

MINIMUM QUALIFICATIONS:

High School Diploma or equivalent; AA Degree preferred. Three years direct customer service experience; one year recent public library experience in direct public service preferred. AA Degree in related field may substitute for one year of experience; Working knowledge of personal computers and experience using word processing, spreadsheet, or database software; ILS experience preferred. Read and use English and understand numbers; OR any equivalent combination of education, training or experience that ensures satisfactory performance of essential job functions;

Must be able to successfully pass a background check;

Valid driver's license and normal risk insurability preferred;

Should be able to get First Aid/CPR certification.

TOOLS AND EQUIPMENT USED:

General office equipment including, but not limited to, personal computer, mouse, keyboard, computer screen, with associated office software, library information systems, and the Internet.

Uses common off-the-shelf products to clean and process library materials and surfaces.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in library environment while standing or sitting at a desk or computer terminal for extended periods of time. Duties require use of a computer terminal, mouse, and keyboard. Duties require manual dexterity, clear speech, and visual and hearing acuity to successfully interact with customers and co-workers. May occasionally push/pull items, and/or lift/carry items up to 40 pounds, reach with hands and arms, stoop, bend or kneel as needed. Vision requirements include close vision and ability to adjust focus. Moderate stress may be encountered due to heightened library activities or customer interactions. The noise level is usually moderate. May be exposed to dust, fumes and/or odors on a recurring basis. Ability to transport oneself to other locations to perform work and/or attend work-related meetings, workshops or conferences is required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Class: Non-Exempt Salary Range: N06

Revised: 09/13/07; 06/02/09; 09/09/11