

JOB SUMMARY

The Library Desk Clerk reports to the Access Services Manager and provides customer service to library patrons, performs clerical work relating to the public services, and assists in other support tasks as assigned.

MAJOR DUTIES / ESSENTIAL FUNCTIONS

The following list identifies the principal duties of this position, but it is not exhaustive. Other duties may be required or assigned.

- Provide high quality, approachable customer service to patrons via various communication methods, such as in-person, phone, email, online chat and text, with a focus on circulation, technology and readers' advisory. Maintain confidentiality in all interactions and communications with patrons.
- Perform functions related to the circulation of library materials. Examples include: check library materials in and out; register patrons for library cards; deliver items to patrons via Curbside service; arrange returned materials; perform sorting alphabetically and by Dewey Decimal System; collect fines and fees; shelve, shelf-read and straighten library materials as assigned.
- Answer basic reference questions. Refer more detailed inquires to professional staff.
- Participate in the maintenance of the library collection. Process new materials. Make minor repairs to library materials and equipment. Bring items in non-working or poor condition to the attention of appropriate staff. Participate in inventory of library materials.
- Receive and process all incoming mail, parcels and shipments. Process outgoing mail.
- Complete opening and closing procedures as directed.
- Plan, prioritize, and organize workloads and assignments.

OTHER JOB DUTIES

- Read shelves for accuracy of order, re-shelve materials as needed.
- Assist patrons with donation drop offs.
- Unpack and inventory boxes of new library materials.
- Remove snow and spread salt from library walkways during inclement weather.
- Empty recycling and refuse containers as required.
- Re-arrange library and meeting room furniture and set-up library equipment as assigned. Maintain the orderly condition of meeting rooms.
- Participate in committees and continuing education opportunities as directed.
- Develop feasible, realistic solutions to problems or questions. Recommend changes or improvements in library operations to supervisors when appropriate.
- Follow and enforce library policies and procedures.
- Maintain a working environment that sustains a high level of employee morale and productivity.
- Perform other tasks and projects as assigned.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent required. Associate or bachelor's degree preferred.
- Three (3) or more year's customer service experience required.
- Good communication skills and strong customer service skills required, preferably in a public library setting.

REQUIRED KNOWLEDGE AND ABILITIES

- Ability to work well with and relate to patrons of all ages.

- Good interpersonal skills and ability to maintain and foster cooperative, and courteous working relationships with the public, peers, and supervisors
- Ability to set priorities and manage time and complete tasks on time. Creatively and effectively make decisions based upon experience, knowledge, or training without supervision. Considerable ability to understand and follow written and oral instructions.
- Ability to sort efficiently in alphabetic or numeric order, and develop a working understanding of the Dewey Decimal system.
- Demonstrated ability to pay attention to detail.
- Experience with money handling.
- Ability to maintain confidentiality of library patron information.
- Ability to understand library policies and procedures and apply them to library operations.
- Basic competency and experience using and supporting current digital devices and software, including, but not limited to, Microsoft Office, the Internet, iOS and Android platforms and devices.
- Proven ability to adapt quickly to a changing technological and content/information distribution landscape.
- Good oral and written communication skills.
- Proficiency with English grammar and spelling.
- Ability to calculate basic arithmetic problems without the aid of a calculator.

TOOLS AND EQUIPMENT

- Proven ability to use office technology including: Integrated Library Systems, email, the Internet, Windows and Mac operating systems, Microsoft Office, Adobe Software Suite, print management software, personal electronic devices including iPad, Kindle, Nook, iPhone, and Droid smart phones, and new technology as introduced and/or adopted.
- Skill in the operation of the following tools and equipment: automated materials handler, photocopier, printer, scanner, calculator, book truck, fax machine, cash register, audiovisual equipment, telephone, and new equipment as introduced and/or adopted.

PHYSICAL DEMANDS

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

- While performing the duties of this job, the employee is regularly required to use hands and fingers to reach and feel books or operate equipment and reach with hands and arms.
- Using hands to finger, handle or touch books, write, file, sort, shelve and keyboarding.
- Using hands and arms in handling, installing, positioning, and moving materials and manipulating items.
- The employee frequently is required to sit, stand, walk, stoop, climb, kneel, crouch, crawl, bend, twist, and balance using legs and feet.
- The ability to exert muscle force to lift, push, pull or carry furniture for room set-up.
- The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- Ability to talk and hear.
- Close vision and distance vision are required.
- The employee frequently is required to lift and reach books above the shoulders.
- The employee must frequently lift or carry up to 50 pounds safely.

- The employee must frequently push or pull: objects weighing 300 pounds, with mechanical and/or physical assistance.

LICENSES AND SPECIAL CONDITIONS

- Possession of a valid Wisconsin Driver's license is preferred.
- Must be able to maintain a regular work schedule and work evenings and weekends, sometimes with little notice.

SUPERVISION / ACCOUNTABILITY

- Accountable to the Access Services Manager and in his/her absence the Assistant Library Director.

WORK ENVIRONMENT

Work is frequently performed in a library environment with a large volume of public interaction. Occasionally, work is performed in outdoor weather conditions. Employees will be exposed to dust. The noise level is usually quiet to moderate.

SELECTION GUIDELINES

As a non-union position, the selection for this position is covered by a process that includes, but is not limited to, the completion of a formal application, the verification of education and experience, oral interviews, and reference checks. Related tests may be required by the City. All applicants may be required to submit to a stringent medical examination prior to appointment consistent with requirements of the position. Prior to appointment, candidate may be fingerprinted and a record check made of local, state, and/or federal authorities before final approval.

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 the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved by the Library Board of Trustees 1999

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