CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Public Services Clerk**	**UNION:1937**
		SG:106
CLASS TITLE:	**Library Clerk**	**CS:N**
		FLSA:Y
DEPARTMENT:	**Library**	**EEO4CODE: AS**
		ENTRY/PROMOTIONAL

JOB SUMMARY:

Provides public services in library departments and branches, including checking materials in and out, performing a variety of circulation tasks, and responding to questions from the public. Provides readers' advisory and ready reference assistance. Serves as lead worker to Library Assistants and volunteers in absence of the Supervisor of Operations or appropriate supervisors. May serve as the person-in-charge of the area.

SUPERVISORY RELATIONSHIP:

Reports to a department supervisor. Works under general supervision and the guidance of City and departmental policies and procedures. May receive daily assignments from higher classified staff. Provides day-to-day direction to lower-classified staff and volunteers.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Provides friendly and efficient customer service to library patrons.

2. Checks library materials in and out using the computer system.

3. Performs opening and closing procedures, including but not limited to, logging on/off computer terminals, counting cash, emptying book drop and sorting materials, as well as securing the building by locking doors and ensuring all patrons have left the building.

4. Performs patron account maintenance which can include: processing library card applications, negotiating payment arrangements and limited checkout agreements with patrons, collecting fines and making change, as well as applying charges to accounts.

5. Receives and responds to phone, email, and in-person inquiries; explains circulation policies and procedures to patrons.

6. When working at a branch, ensures all library policies and procedures are followed, and takes appropriate steps to assure the physical security of the patrons and the facility.

7. Answers basic readers' advisory and ready reference questions. Directs and teaches patrons how to use the in-house library catalog, internet computers, and on-line databases.

8. Assists patrons, troubleshoots issues, and performs simple maintenance on public service printers, photocopiers and microform machines.

9. Performs lead worker duties such as coordinating and directing day-to-day workflow and providing guidance to Library Assistants and volunteers in the absence of the Supervisor of Operations or appropriate supervisor.

10. Prints requested materials lists, searches for requested items, and processes them for distribution.

11. Checks the online calendar for scheduled meetings. Issues key cards for meeting room reservations. Takes payments for meeting room reservations. Communicates any questions to meeting room coordinator.

12. Performs daily clerical tasks such as maintaining records, running reports, searching for items, and resolving item status issues.

13. Provides clerical assistance such as filing, word processing, and producing spreadsheets.

14. Assists staff with preparing, or may present, programs and tours, which could take place on site or out in the community.

15. Assists with problem identification, recommending solutions and improvements to library processes.

ADDITIONAL WORK PERFORMED:

1. Keeps public areas in order; including routine tidying, shelf reading, bulletin board maintenance, and light housekeeping.

2. May coordinate library services such as book club kits and meeting room reservations.

3. May process new, and mend damaged library materials using a variety of methods, materials and equipment.

4. May make deliveries of library materials, furniture and/or equipment to and from various locations using the library vehicle. Using the library vehicle also includes taking the vehicle in for necessary maintenance, fueling the vehicle as needed, and maintaining a clean interior.

5. May participate in training new, lower classified staff.

6. May assist with bulletin boards, sign making, and other displays.

7. May assist staff on outreach visits, including loading and unloading book trucks from the library vehicle.

8. May monitor, order and stock office supplies.

9. Performs other related tasks as needed.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- And ability to, apply and explain library policies, procedures and practices.
- And understanding of basic library skills and resources including online databases and library catalog.

- Library ethics and patron/records confidentiality.
- Knowledge of methods, materials and equipment used to accomplish functions of position.
- Knowledge of work hazards and safety procedures.

Skills:
- Interpersonal sensitivity sufficient to recognize the special needs and concerns of library patrons.
- Excellent oral and written communication skills for effective interaction with patrons of all ages, with co-workers and others; using courtesy, tact and good judgment.
- Problem solving and decision making.
- Some positions may require demonstrated good driving skills with a good driving record.

Ability to:
- Make people feel welcome by displaying exceptional, friendly customer service.
- Work independently and work well with others.
- Prioritize tasks and demands as they arise.
- Remain calm and effective under pressure and when dealing with disruptive behavior.
- Work accurately and maintain attention to detail in an atmosphere of frequent interruptions.
- Follow written and oral directions.
- Plan and organize workload effectively.
- Use a computer for data entry and retrieval.
- Use common office and specialized library equipment.
- Utilize a variety of software, including but not limited to, spreadsheets and word processing.
- Learn routine technical service applications including but not limited to, making minor repairs to materials, using lamination machine, and updating status of materials.
- File alphabetically and numerically.
- Add, subtract, multiply, and divide.
- Work independently or with only one other staff member.
- Demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Perform the essential functions of the job. In addition to the usual physical requirements necessary to perform in a library support position, the following abilities are required:
    - stand for up to five hours at a time;
    - reach shelves up to seven feet high and at floor level;
    - bend over to reach stored materials;
    - lift and carry library materials weighing up to 20 lbs., often in a confined space;
    - correctable visual acuity sufficient to read a computer screen and a typeset page.

WORKING ENVIRONMENT:

Work is performed primarily indoors with extensive periods of time standing or walking, including frequent bending, reaching, lifting and pushing loaded carts and/or crates of books. May work at a computer workstation and with a variety of office equipment. Work may involve moderate risk associated with driving an oversized motorized vehicle in all types of weather. Frequently interacts with people of all ages and abilities in person, on the telephone and through email. Environment includes a normal range of noise and other distractions. An elevator is available to facilitate movement from floor to floor.

EXPERIENCE AND TRAINING REQUIREMENTS:

- One year of post secondary course work from an accredited institution, preferably in library science, technology, or relevant course work; or any equivalent combination of education and/or experience.
- One year work experience and/or training necessary to provide a general working knowledge of library systems and services.
- One year work experience providing customer service to the public.
- Experience using an integrated library computer system.

NECESSARY SPECIAL REQUIREMENTS:

- Must pass Washington State adult/child abuse records and criminal conviction checks prior to hire.
- Must be able to work various shifts, depending on the needs of the Library, including evenings, weekends and holidays.
- Some positions may require a valid Washington State driver's license and good driving record. Must submit a three-year driving record abstract prior to hire.

PREPARED BY: Library Support Class Study Task Force
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