



## **Public Services Clerk**

### **Nature of Work**

This position is entry level library work. The employee in this position is responsible for assisting patrons of the library and other staff members.

### **Organizational Status**

The Public Services Clerk reports to the Public Services Manager.

### **Essential Functions and Responsibilities of the Position**

- Cooperates as a team member to fulfill the library's following mission: "To provide to all those who live, work, own a business, or attend school in Morgan County, Alabama access to resources to fulfill their informational, educational, cultural, recreational needs, and interests."
- Uses automated and other systems for transactions including charging out and checking in of library materials, processing patron records, determining materials status, locating available resources, and placing items holds.
- Collects fines and fees through accurate use of the credit card machine and cash register.
- Helps patrons with computer navigation questions, scanning, printing, and use of other library equipment. Assists patrons with websites, databases, and electronic resources. Provides information and locates appropriate resources.
- Shelves library materials while maintaining neat arrangement of the library and reads shelves for accuracy. Clears materials from book drops as needed.
- Assists patrons in the use of the library, particularly how to locate materials as well as promoting library services and how to use them.
- Answers questions by telephone and directs inquires to appropriate staff members when necessary.
- Requires regular and prompt attendance plus the ability to work well with others and work well as a team member

### **Additional Examples of Work Performed**

- Assists in other service areas.
- Participates in special projects.
- Performs other duties as assigned.

### **Knowledge, Skills, and Abilities Required**

- Knowledge of basic computer skills
- Knowledge of basic math skills
- Ability to work well with the general public some of whom may be upset, irate, or unreasonable, patrons, superiors, and other members of the library staff.
- Ability to operate computer and library automation systems, telephone and other office equipment in a proficient manner
- Ability to understand and carry out oral and written instructions and posted schedules
- Ability to work evenings and weekends as needed



**Knowledge, Skills, and Abilities Required (cont'd)**

- Ability to comprehend and follow the library's policies and procedures
- Possess the physical and mental ability to work independently to the extent appropriate to the position
- Must possess a reputation of honesty, integrity, and reliability
- Must have the desire and ability to serve the public with friendliness, tact, and diplomacy

**Minimum Education, Training, and Experience Required**

High school diploma or GED.

**Working Environment**

The work environment involves everyday risks or discomforts which require normal safety precautions typical of office environments. The employee will have regular contact with other employees and members of the public. The employee may interact with upset staff and/or members of the public.

**Physical Requirements**

Must possess the mobility to work in the library setting which includes the ability to stoop, stand, squat, stretch, climb, lift, carry, shelve and retrieve books and materials from shelves and storage locations generally not exceeding 40 pounds. Must possess the vision required to read printed materials and a computer screen. Must possess the ability to hear and speak with the public both in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard.

**Hours/Salary Range**

This position is full-time: 40 hours per week/\$10.00 per hour. Work includes evening and weekend work. This position is classified as Non-Exempt for the purposes of the Fair Labor Standards Act.

**Benefits**

Decatur Public Library offers a benefits package which includes paid vacation, sick leave, and holidays. Group medical/dental insurance and life insurance are available to staff employed 30+ hours per week.

**Note:**

**This job description describes the nature and level of assignments normally given in this position. It is not an exhaustive list of duties. Employees may be expected to perform additional duties which are not specific to their area and are not reflected in this description.**

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