



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 mission of serving and supporting our community through education and enrichment
- Understands and is able to perform all jobs related to public services, including but not limited to: charging, discharging, and renewing library materials; registering and re-registering patrons; processing hold requests; collecting fines; handling the book drops; managing circulation related notices; performing opening and closing procedures; shelving materials for adult collections; and explaining library policies and procedures to patrons.
- Ability to operate, navigate, and assist patrons with all library electronic resources.
- Assists patrons with computer navigation questions, scanning, printing, and use of other library equipment.
- 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 in person, online, and telephone reference questions and refers, when appropriate, to other staff or sources outside the library.
- 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 is required.



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/\$13.00 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.
- Participation in Retirement Systems of Alabama is compulsory for all employees.

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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