

Fox River Valley Public Library District
Job Description

Job Title: <i>Public Services Clerk</i>	Grade: 4	
Department: <i>Information Services</i>		
Primary Location: <i>Dundee Library</i>		
Reports To: <i>Information Services Manager</i>		
Education Required: <i>Some college required. LTA or coursework in progress preferred. 1 year experience in customer service position.</i>	Type of Position: <input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Intern <input type="checkbox"/> Volunteer	Hours: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
General Description: <i>Under the administration of the Deputy Director and the supervision of the Information Services Manager, is responsible for front line customer service and maintenance of patron accounts.</i>		
Essential Functions of the job: <ul style="list-style-type: none"> • <i>Delivers positive customer service experiences in locating library materials and navigating library services</i> • <i>Provides information, reader's advisory and reference services for children and adults</i> • <i>Provides instructions on computer use, reference sources and library use to individuals</i> • <i>Assists individuals in using digital materials on their devices</i> • <i>Assists patrons with check-out/return stations, locating holds and making electronic payments</i> • <i>Update patron accounts and assist patrons with managing their accounts</i> • <i>Issues library cards and orients new users to the district's services & policies</i> • <i>Checks library email and responds to messages</i> • <i>Answers telephone and checks for messages</i> • <i>Exercises judgement in referring research questions to a Librarian</i> • <i>Exercises judgment in consulting/referring questions to service desks, Managers, or Person in Charge</i> • <i>Maintains an awareness of district programs and activities</i> • <i>Maintains the overall appearance of the department and public areas</i> • <i>Prepares displays, bibliographies, and instructional material as assigned</i> • <i>Replenishes popular collection displays</i> • <i>Prepares reports and statistics as assigned</i> • <i>Promotes the library district by using good public relations practices</i> • <i>Attends meetings and workshops</i> 		

- *Performs other duties as assigned*

Knowledge and Skills:

- *Effective written and oral communication skills*
- *Pleasant and courteous manner in working with staff and the public*
- *Must be tactful and respect confidentiality*
- *Ability to exercise good judgment in making decisions and referrals*
- *Ability to show initiative and solve problems*
- *Ability to use a cash register and correctly make change*
- *Ability to follow directions, work independently and complete assignments*
- *Ability to use computer, keyboard & mouse, fax and telephone*
- *Ability to file alphabetically and numerically*
- *Understanding of overall library operation*

Supervisory Responsibilities: *No*

Competencies:

Emotional Intelligence - *Aware of own strengths and opportunities for growth; Self-motivated to pursue training and personal development; Manages own emotions in stressful situations.*

Ethics - *Treats others with respect; Maintains confidentiality and inspires the trust of others; Works ethically and with integrity; Follows administrative policies and procedures; Upholds organizational values.*

Communication - *Listens to understand and requests clarification when needed; Responds thoroughly and accurately to questions; Speaks and writes clearly and concisely; Reads and understands written information and instructions.*

Teamwork - *Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.*

Adaptability - *Readily adapts to changes in the work environment; Deals positively with changes, delays, or unexpected events.*

Technical Skills - *Strives to continuously build knowledge and skills; Shares expertise with others; Proficient in applicable CCS Core Competencies.*

Dependability - *Takes responsibility for own actions; Keeps commitments; Completes assigned tasks.*

Quality - *Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Uses time efficiently.*

Problem Solving - *Recognizes problems and responds with solutions.*

Physical Demands:

- *Must be able to hear, comprehend and respond to the library user in person*

- *Must have visual ability to see computer screen, read call numbers and bar codes on books*
- *Must be able to manipulate computer keyboards, and calculator*
- *Must be able to lift and carry bags of books or boxes weighing up to 40 pounds*
- *Must be able to reach a height of greater than 60"*
- *Must be able to speak distinctly to large groups*
- *Must be able to drive a car and hold a valid driver's license*
- *Must be able to walk distances of more than 50 feet within the building to shelve or retrieve materials*
- *Must be able to push a cart of books weighing 100 pounds or more*
- *Must be able to bend to reach lower shelves*
- *Must be able to move or carry chairs, tables and other minor furniture*
- *Must be able to lift, move and rearrange shelves*
- *Must be able to sit or stand for extended periods during the work period*
- *Must be able to use a stool or ladder, stoop, kneel, crouch and crawl*
- *Must be able to work a varied schedule as library needs dictate, including days, evenings, and weekends*

Safety and Risk Management Responsibilities:

Employees are responsible for complying with safe work rules; reporting all accidents and injuries immediately; cooperating in all accident and injury investigations; reporting defective equipment and unsafe conditions