

Job Description

McIntosh Memorial Substitute Library Clerk

General Description

This is customer service and clerical work in a library involving basic support services and services to patrons. Duties include but are not limited to assisting library patrons with checking out/in materials, shelving library items, answering the telephone, and keeping the library neat. The work requires the employee be very comfortable using a computer, have strong customer service skills, be able to multi task, respect patron confidentiality, and work as a member of a team in a fast paced work environment.

Supervision Received

Works under the immediate supervision of the Library Director.

Examples of Duties

- Checks library materials in and out at the circulation desk.
- Assures accurate shelving of all library materials.
- Issues new patron library cards.
- Collects fine money.
- Assists patrons in finding library materials.
- Assists patrons on public computers.
- Answers the telephone and provides information to the caller.
- Helps maintain overall neatness and appearance of the library.
- Performs opening/closing procedures as required.
- Assists with library programs if needed.
- Attends monthly staff meetings.
- Assists in other library activities as assigned and performs related work as required.

Knowledge, Skills and Abilities

- Must be very comfortable using a computer including working with Microsoft word, Excel, and Office 365.
- Ability to understand and follow written and oral instructions.
- Strong customer service skills
- Ability to learn and follow library policies.
- Flexibility to deal with multiple tasks and patrons simultaneously.
- Must be able to work as a member of a team.

Physical Requirements:

- Ability to perform duties in an office environment.
- Ability to work in an environment subject to continuous interruptions and background noises.
- Ability to work under stress from deadlines, public contact, and changing priorities, and conditions.
- Ability to view a computer monitor and/or operate a keyboard for extended periods of time.
- Ability to move and/or lift materials up to 25 pounds.
- Regularly required ability to stand, walk, bend, kneel, crawl, reach, climb, balance, and sit.
- Regularly required ability to talk and/or hear; use hands to operate objects, tools, and controls; and reach with hands and arms.
- Vision and hearing at or correctable to "normal ranges."
- Ability to read printed materials and information on computer screens.
- Ability to communicate effectively with individuals in person, over the telephone, and via the printed word.
- Ability to file books, periodicals, and other materials on shelves ranging from 1 to 7 feet from the floor.
- Ability to travel to attend meetings both inside and outside of Viroqua.

Qualifications and Experience

A high school diploma or the equivalent of three years library or customer service experience.