

Job Description
Library Clerk
McIntosh Memorial Library

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

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

The City of Viroqua is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

This job description is intended to describe the functions and minimum requirements for the performance of this job. It is not to be construed as an exhaustive statement of all duties, responsibilities, or requirements. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. In addition, the City reserves the right to add, change or delete functions of this position at any time. This job description supersedes all previous job descriptions for this position.

ACKNOWLEDGEMENT OF JOB DESCRIPTION

Reviewed with employee by:

Signature: _____ Name (print):

Title: _____ Date:

Received and accepted by:

Signature: _____ Name (print):

Title: _____ Date:
