

JOB OVERVIEW

JOB TITLE	Library Clerk
DEPARTMENT	Public Services
REPORTS TO	Branch Manager

GENERAL JOB DESCRIPTION

Provide knowledgeable, accurate, and reliable patron support regarding library resources. Perform customer service for services, collections, and technology.

DUTIES & RESPONSIBILITIES

Assist library patrons with accounts, physical and online resources, reader's advisory, reference materials, use of library technology and individual devices, and room usage.
 Assist with library collections and usage through daily circulation duties, reporting, and collection of statistics; and through inventory lists, displays, and other projects as assigned.
 Demonstrate teamwork through communications and dependability.
 Assist with the safety and security of facilities by providing general cleanup, organization, and maintenance tasks.

EDUCATION & TRAINING

High School Diploma or GED.
 Equivalent combination of education and experience.

KNOWLEDGE & EXPERIENCE

Basic technology knowledge including email; hardware and software; internet; operating systems; and web based platforms.
 Basic interpersonal skills including collaboration, communication, and customer service.

SKILLS & ABILITIES

Collaboration-creates effective relationships; teamwork; conflict resolution
 Communication-variety of formats, platforms, and audiences
 Customer service-responds promptly to customer needs and requests; manages difficult situations in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; solicits customer feedback to improve service
 Ethics and values-understands and follows district mission, policy, procedure, and applicable standards; adheres to user privacy and confidentiality; understands and promotes intellectual freedom
 Leadership-meets commitments; provide an awareness of customer needs; accepts responsibility for own actions; attention to detail
 Learning and innovation-remaining current with library resources; adaptable to changing needs; problem solving through innovation and creativity

WORKING CONDITIONS

WORK ENVIRONMENT	The noise level is usually moderate. Frequently lift and/or move 25 pounds, occasionally lift and/or move up to 50 pounds. Vision abilities include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Regularly sit; use of hands to manipulate, handle or feel; and talk or hear. Frequently required to walk, occasionally required to stand; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl.
HOURS / SHIFTS	variable
PAY GRADE	10 Non-exempt
BENEFITS	variable
LOCATION	Granby, Fraser, Grand Lake, Kremmling, Hot Sulphur Springs