

# City of Grand Rapids

**Job Title:** Library Public Services Clerk I  
**Department:** Library  
**FLSA Status:** Non-exempt  
**Approved By:** City Council  
**Approved Date:** May 23, 2016

**Summary:** Performs administrative support work operating the circulation section of the library, providing assistance as needed in various sections of the library, assisting patrons in use of library equipment and locating library materials, maintaining records and files and related work as apparent or assigned. Work is performed under the limited supervision of the Assistant Library Director.

## **Essential Duties and Responsibilities include the following.**

- Works at the public service desk with responsibility for all duties required at this desk when scheduled, including checking of materials in and out, collection of fines and fees, registering patrons and issuing library cards, and providing friendly and courteous service to library patrons in person and over the telephone
- Requests, retrieves and routes materials requested by patrons and other libraries and maintains reserve shelf items
- Assists library users in the use of the library's catalogs and in locating library materials and refers inquiries to other staff as appropriate.
- Communicates library policies and procedures effectively to the public.
- Answers patron questions and solves problems regarding circulation of library materials
- Monitors customer comments and complaints and routes them to appropriate departments.
- Assists library users in registering for computers and using equipment.
- Maintains statistical measure of activity in the circulation department .
- Maintains accurate records of payments and other transactions regarding library fines, fees and sales and prepares daily deposits.
- Assists with data entry and special projects using office and library software and internet resources.
- Participates in weeding, shelf reading, shelving and inventory activities as assigned.
- Maintains confidentiality of patron records and transactions.
- Assists in promoting the Library using social media, print, or electronic communication.
- Assists with applications for U.S. passports.
- Maintains public displays, bulletin boards and distribution racks in the circulation area.
- Opens and closes the building, including doors and lights.
- Assists with meeting room reservations and set up

*The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to that position. Other duties may be assigned.*

**Knowledge, Skills, Abilities and Competencies Required:** The requirements listed below are representative of the knowledge, skills, abilities and /or competency sets required to complete the essential functions at a satisfactory level.

**Knowledge**

Basic Knowledge of library practices, procedures and techniques, and regulations and policies pertaining to library services.

**Skills**

- Skills in word processing and other office applications, filing and using the library equipment including the online catalog and automation system.
- Skills in dealing effectively with people.

**Abilities**

- Ability to learn a variety of procedures; understand the role and the purpose of the library; establish good rapport with library users; work quickly and pay attention to accuracy; work with interruptions in a hectic environment; maintain confidentiality; maintain effective working relationship with fellow employees, supervisors and the public and to communicate effectively.
- Ability to make arithmetic calculations using whole numbers, fractions and decimals.
- Ability to be accurate when performing extremely detailed tasks with exact rules.

**Education and or Experience**

High school diploma or GED and previous experience in a customer service setting (library experience preferred) or equivalent combination of education and experience.

**Tools and Equipment Used:**

Library computer system, personal computer with word processing, spreadsheet and internet access, copy and fax machines, telephone, communications device for the deaf, microfilm reader printer

**Physical demands:** This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 50 pounds of force; work regularly requires standing, frequently requires speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, sitting, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands, and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and or small parts, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.