

## Job Description

**Job Title:** Library Clerk

**Job Code:** 907005

**Job Family:** Library

**Pay Grade:** JC.13.12

**FLSA:** Non-Exempt

**EEO:** Administrative Support

**Department/Agency:** Library

**Position Number(s):** Multiple

**Recommended Position Title(s):** Circulation Clerk

**The following Core Competencies apply to everyone and are essential to all County jobs:**

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork– Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

**Essential Duties:**

- Provides customer service assistance and resolves patron account issues, in person and remotely; Utilizes Guidelines for Enforcing Patron Code of Behavior to maintain a safe and comfortable environment; Creates and updates patron records, assisting with the checkout of materials; Follows cash management procedures; Tracks statistics via Gimlet and Door Count sheets; Upholds intellectual freedom.
- Discharges, sorts and processes materials; Prioritizes workflow in collaboration with circulation team; Follows Mismatched Items procedure, pulls expired holds and ensures send item list is processed; Organizes carts based on shelving rules and shelves materials according to established standards; Redistributes materials according to guidelines from the Collections Department. Contributes to discussions on the development of a more efficient materials handling system for the Library.
- Shelves Materials Completes shelf reading and inventory assignments; Corrects shelving errors, straightens shelves, shifts materials for easier access and returns items with labeling errors; Ensures the collection is properly maintained, weeds collection based on Collections Department guidelines and identifies items in need of repair or relabeling; Merchandises the collection through displays, face-outs; Completes opening and closing procedures, boxes donations, discharges materials, processes holds, empties book drop(s).
- Works with supervisor, subject matter experts and Learning & Development to identify training, development and growth opportunities and requirements; Engages and looks for value in all coaching and learning opportunities; Acquires and applies knowledge and skills gained.
- Attends systemwide and staff meetings or obtains information if unable to attend; Provides support and coverage for coworkers, participates in committees and tracks statistics; Participates in the marketing the library collection, programs and services; Understands and supports systemwide strategic objectives.

**Supervisory Responsibilities:**

- Yes  No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

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*Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.*

### **Minimum Job Requirements:**

High school diploma or equivalent; and one (1) year of experience providing customer service

*Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.*

### **Preferred Job Requirements:**

One (1) year of experience in a library or materials handling environment

### **Education/Experience Substitutions:**

Yes  No Experience may be substituted for degree.

Yes  No Education may be substituted for experience.

### **Physical, Environmental, and Special Working Conditions:**

Lifting weight: 40 lbs.

Excessive standing and/or walking: 50% of the time

Shift Work: mornings, afternoons, evenings and weekends

All County employees may be called upon to assist other departments/agencies in a declared emergency situation.