

## Technical Services Clerk

### Job details

- Pay rate: 12.60 -17.93 hourly
- Status: Part-Time, non-exempt
- Hours: 19.5 hours per week
- Benefits: Paid holidays
- Supervisory responsibilities: None
- Reports to: Assistant Director

### Description

The technical services clerk will assist in the processing and maintenance of library materials and provide front-line customer service to a wide variety of patrons.

### Duties

- Item Processing
- Item maintenance including some mending
- Kit maintenance
- Basic cataloging and item record maintenance
- Front desk duties including but not limited to:
  - Organizing, alphabetizing, and putting away library books
  - Creating book features and displays to highlight the library's collections
  - Provides reader's advisory services for children, teens, and parents
  - Circulating library materials, manages patron requests, and provides information regarding the availability and use of library materials, equipment, and services
  - Issues/renews/creates library cards and files card applications
  - Monitoring activity and noise levels in public areas
  - Keeping public areas tidy
  - Monitoring the automated computing system
  - Assisting patrons with using library resources
  - Assisting patrons with computer problems as appropriate
  - Collecting money for patron fines/fees
  - Emptying the book drop throughout the work day
  - Answering the phone and takes messages as necessary
  - Completing opening and closing procedures as appropriate
  - Developing and managing one or more non-fiction sections including
    - Selecting materials
    - Weeding materials
    - Shelf reading and organizing materials
- Special projects as required

### Working conditions/Physical requirements

- May require working evenings and Saturdays.
- May require standing, walking, sitting, stooping, kneeling, crouching or crawling for extended time periods.

- May require lifting and/or moving up to 25 pounds
- Requires working with the public including large crowds, confusion, and noise.
- May be subject to minor and controllable hazards that may include exposure to human error, angry or hostile patrons, and bodily fluids.
- The employee may rarely be required to travel.

#### Required Qualifications

- Skills and abilities
  - Technical proficiency with computers and the ability to learn new computer programs
  - Ability to troubleshoot computer programs and basic understanding of database management
  - Ability to multitask and work through frequent interruptions
  - Ability to recognize and set priorities, and to use initiative and independent judgment in a variety of situations.
  - Knowledge of principles and processes for providing customer services. This includes identifying customer needs, meeting standards for service and customer satisfaction.
  - Maintain an orderly working environment.
  - Must be able to pass a background check
- Education and Certifications:
  - High School Diploma, GED, or equivalent
  - ABLE certification within one year of hire

#### Preferred Qualifications

- 1+ years public library experience
- Working knowledge of the library's current ILS: Koha
- Knowledge of standard library technical services and duties
- Knowledge and experience with Google Suite

Disclaimer: The duties described are not a comprehensive list. Projects and duties may be assigned, removed, or adapted as needed.

EEO Statement: It is the policy of the Portneuf District Library to provide equal opportunity to all employees and applicants for employment without regard to race, color, religion, gender, national origin, age, disability, or military status. The library will make reasonable accommodation for known religious beliefs as well as for known disabilities as defined in the Americans with Disabilities Act.