

Lake County Public Library – Job Description

POSITION TITLE: Branch Clerk

GRADE LEVEL: C-5

SUPERVISOR'S TITLE: Branch Head

DEPARTMENT: Public Service

FLSA STATUS: Non-Exempt, Salary & Hourly

POSITION PURPOSE

Provide library service to the public.

POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

- Become proficient on the integrated library system in order to handle all patron/library needs: check out/check-in; reserves; searching; account maintenance; registration; etc.
- Answer informational and directional questions in person and on the phone in a professional manner
- Process dispatch, items to be shipped to branches and rotating collections
- Resolve patron issues as it relates to circulation matters
- Assist patrons in locating materials or information
- Substitute at other locations or departments as required

OTHER RESPONSIBILITIES

- Process notices and mailings of Merrillville branch
- Assist patrons with basic equipment request such as copiers
- Assist in maintaining discipline and good order in the library
- Available to work a schedule which may include evenings and weekends
- Perform all other duties as assigned

EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience:

- High school graduate, some college preferred
- One year of work experience
- Experience in public service position preferred
- Typing proficiency of 40 wpm net

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Customer Service** ó Provides prompt, attentive, and friendly customer service in-person and by phone; represents the organization well; maintains personal accountability and ownership for providing excellent customer service; seeks and responds to feedback from customers to improve service; follows up and meets commitments; shows willingness to go out of his or her way to help customers.
- **Teamwork** ó Cooperates and works together with all co-workers; plans and complete job duties with minimal supervisory direction, including appropriate judgment; collaborates with and supports coworkers by helping out where needed; creates and maintains positive relationships with coworkers; asks for and listens to coworkers feedback and incorporates feedback into revised processes; complete work on time and with proper quality; supports cross-training and shares learning with others.
- **Communications and Media** ó Communicates ideas and thoughts clearly, accurately, and respectfully; listens to others and seeks to understand others' perspectives; has knowledge of communication techniques and methods, including alternative ways to inform and educate using electronic media, including but not limited to email, internet, and social media sites.

- **Adaptability** ó Willingness to take on new challenges and responsibilities; open to change and variety within the workplace; works hard to implement successful change in areas of responsibility; recommends and implements changes to improve processes and customer service.
- **Image** ó Portrays a positive image of library; is a strong public ambassador and promotes library programs and services during customer interactions.
- **Technical** ó Proficiency in using computers and related software.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A valid driver's license is required
- The employee frequently is required to:
 - Stand, walk, and sit
 - Use hands and fingers to handle books, paper, and technology
 - Speak and listen to others
 - See and read
 - Reach with hands and arms
 - Stoop, kneel, crouch, or crawl
- The employee must be able to lift and/or move up to 25 pounds

NOTE

- The Lake County Public Library is an equal opportunity employer and does not discriminate against applicants or employees on the basis of race, age, sex, national origin, religion, disability, sexual orientation or any other unlawful basis.
- All employees hired at the Lake County Public Library are subject to transfer anywhere in the Lake County Public Library system.
- The above is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive list of duties, responsibilities and requirements.

Created/Revised 02/2015 Admin & HR; Revised 7/2015 GM

Previous Updates: Revised 7/91-KC; Revised 3/00-MF,IN,KD,DF,LD ;Revised 08/04-LA; Revised 11/2012 Branch Heads & GM; Revised 01/2018 HR
