

Department: Library
Title: Library Clerk
Division:
Reports To:
Date: August 2015/October 2019
Status: Nonexempt

The library reserves the right to modify this and every job description in whole or in part at any time.

Schedule

Can be full or part time – average 20 hours per week-- depending upon current needs, including daytime, evening and weekend hours. Year-round schedule. Flexibility to meet department scheduling needs.

General Job Description

Under general supervision, performs basic clerical and support tasks essential to the operation of the specific department.

Distinguishing Features of Position

- Limited public contact in delivery of service
- Single site schedule (Main library only)
- No access to patron database or patron accounts
- No negotiating on or handling of payments or delinquent accounts
- No responsibility for commanding physical spaces or enforcing library behavior policies
- Minimal independent judgment required in fulfillment of duties
- Excluding scheduling, minimal flexibility required in fulfillment of duties
- High level of accuracy and strong attention to detail needed in fulfillment of duties

Primary Duties (Department Specific)

Department: Adult Services
Reports To: Librarian – Clerk supervisor

- Retrieves library materials and returns them to their proper place
- Stamps and puts out newspapers and magazines
- Shelf reads
- Assists with pulling library owned books for holds list
- Files municipal code and West's Pocket Parts
- Maintains newspaper and magazine collections
- Files and maintains microform collections
- Assists in indexing obituaries from the La Crosse Tribune microfilm

Department: Archives
Reports To: Associate Librarian – Archives

- Processes the La Crosse clippings file
- Processes obituary requests
- Files picture file and ephemera collections
- Assists in the processing of manuscript and archival collections including encapsulation and other preservation tasks
- Scans photographs and documents as time allows
- Shelf reads
- Occasionally troubleshoots standard equipment – copier, scanners, microfilm readers

Department: Circulation
Reports To: Circulation Manager

- Sorts, verifies and shelves circulating items
- Performs daily check-in duties of circulating materials
- Checks material for completeness, damage and wear
- Communicates essential information with co-workers concerning daily activities and problems
- Shelf reads
- Searches shelves for claims returned, lost and in transit materials

Secondary Duties – All Departments

- Assists customers in their search for general information when desk staff is busy.
- Keeps library in presentable order, including bookshelves, tables and chairs, and displays. This includes dusting and light cleaning.
- Attends and participates in departmental and library meetings as approved.
- Other duties as instructed.

Qualifications

- Able to understand and perform routine library procedures.
- Able to communicate effectively with staff and public; fluent in English.
- Must present an acceptable appearance.
- Able to create and maintain effective public relations.
- Dependable work and attendance habits.
- Excellent organizational thinking, alphabetizing, Dewey Decimal system.
- Personal computer fluency including e-mail, Microsoft Office or comparable office software.
- Able to use library software for basic circulation functions.
- Able to be well organized and prioritize tasks.
- Able to do accurate work quickly.
- Valid driver's license.

Physical Demands

- Standing (upwards of 2 hours at a time), walking, stooping, kneeling and sitting.
- Climbing: ascending and descending short footstool.
- Bending/twisting; reaching and feeling.
- Talking, hearing, and near vision.
- Lifting and carrying: 30 pounds or less.
- Pushing and pulling: objects weighing 60-100 pounds on wheels.
- Handling: picking up, mending and shelving books.
- Clear speaking voice and good hearing.

Service Expectation for All Library Employees

Service, both to our public and internally, is the highest priority for the organization. For positions in public service roles, employees are expected to be scheduled at a public service point for up to 50% of their workweek. For positions where providing programming is a primary duty, up to 25% of work time may be scheduled at a public service point. On occasions of staffing shortages, employees may be required to cover desk shifts beyond the basic percentages listed. Employees in roles without regular public-facing duties may be called upon to assist with tasks outside of their usual work, including but not limited to working public service points or providing support in another way so that coverage may be achieved.

General Requirements for All Library Employees

- Ability to project workplace image of specific job title.
- Ability to adapt to change.
- Ability to develop and maintain positive working relationships with co-workers.
- Ability to comprehend and follow library policies and procedures.
- Ability to develop an awareness of library-wide operations.
- Ability to exercise good judgment at all times.
- Ability to meet physical requirements of specific job title.
- Participates in monthly staff, department & management team meetings.

Job Performance Standards

- Actively supports La Crosse Public Library's mission.
- Maintains patron confidentiality and library rights.
- Adheres to library guidelines, work rules and other employee policies.
- Conveys a courteous and professional attitude.
- Fosters and maintains positive public relations for the library within the community.

Required Talents & Leadership Competencies

Talents: service, ethics, arranger, responsibility, creativity, empathy, persuasion

Leadership Competencies: vision, strategic thinking, conflict management, continuous learning, flexibility, team building, customer service, interpersonal skills, oral and written communications

DEFINITIONS FOR REQUIRED COMPETENCIES

Talents

- Service: a drive to be of service to others
- Ethics: a clear understanding of right and wrong which guides actions
- Arranger: an ability to orchestrate
- Responsibility: a need to assume personal accountability for work
- Creativity: ability to break existing configurations in favor of more effective/appealing ones
- Empathy: an ability to identify the feelings and perspectives of others
- Persuasion: an ability to persuade others logically

Leadership

- **Vision:** Takes a long-term view and acts as a catalyst for organizational change; builds a shared vision with others. Influences others to translate vision into action.
- **Strategic thinking:** Formulates effective strategies consistent with the business and competitive strategy of the organization. Examines policy issues and strategic planning with a long-term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities.
- **Conflict management:** Identifies and takes steps to prevent potential situations that could result in unpleasant confrontations. Manages and resolves conflicts and disagreements in a positive and constructive manner to minimize negative impact.
- **Continuous learning:** Grasps the essence of new information; masters new technical and business knowledge; recognizes own strengths and weaknesses; pursues self-development; seeks feedback from others and opportunities to master new knowledge.
- **Flexibility:** Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles. Adjust rapidly to new situations warranting attention and resolution.
- **Team building:** Inspires, motivates, and guides others toward goal accomplishments. Consistently develops and sustains cooperative working relationships. Encourages and facilitates cooperation within the organization and with customer groups; fosters commitment, team spirit, pride, trust.
- **Customer service:** Balances interests of a variety of clients. Readily readjust priorities to respond to pressing and changing client demands. Anticipates and meets the need of clients. Is committed to continuous improvement of services.
- **Interpersonal skills:** Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful, compassionate and sensitive, and treats others with respect.
- **Oral communications:** Listens effectively and clarifies information as needed. Facilitates an open exchange of ideas and fosters an atmosphere of open communications.
- **Written communications:** Expresses facts and ideas in writing in a clear, convincing and organized manner.