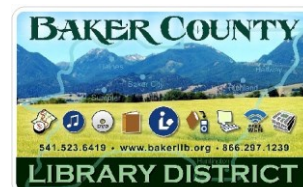


Substitute Public Service Desk Clerk

Job Description



Classification: Library Assistant II; part-time, on-call, non-exempt

Work locations: As assigned

Reports to: Lead Librarian (Outreach Services Lead); daily direction may be provided by the branch lead, Library Director, or designated senior staff.

Position Summary

Provides friendly, accurate, and equitable library service to patrons of all ages. Performs circulation, shelving, basic reference, and technology assistance duties; handles library materials efficiently; and supports routine branch operations within established policies and procedures.

Essential Duties and Responsibilities

- Welcome patrons; explain library services, policies, and procedures; answer telephone and other inquiries; and refer questions beyond the position's training or authority.
- Check materials in and out, register patrons and update accounts, place holds, and assist with interlibrary loan transactions using the integrated library system.
- Handle payments and circulation transactions accurately according to district cash-handling procedures; protect patron privacy and confidential records.
- Provide basic reference and readers' advisory assistance, help patrons locate materials, and refer complex research or service requests to appropriate staff.
- Assist patrons with public computers, the catalog, digital resources, printing, copying, and other library equipment; provide basic troubleshooting and report unresolved problems.
- Sort, shelve, retrieve, and organize materials accurately; maintain shelf order and orderly public areas; prepare or receive materials for transfers and interlibrary loans.
- Process and repair materials as assigned, including protective coverings, labels, property stamps, and other approved markings; handle all formats to minimize damage.
- Follow opening, closing, security, and emergency procedures as assigned. Respond to routine service concerns within training and authority; promptly report incidents, hazards, and facility or equipment problems.
- Work independently within established procedures, organize tasks around patron needs, and coordinate with coworkers to maintain reliable branch service.

Minimum Qualifications

- High school diploma or equivalent.
- One year of customer service experience.
- Strong computer, interpersonal, and communication skills.

Preferred Qualifications

- Associate's degree or relevant experience.
- Bilingual proficiency in English and Spanish.
- Experience in a library or educational setting.
- Experience in a high-volume production environment, such as warehousing, shipping and receiving, or a mailroom or stockroom, with transferable materials-handling and organizational skills.

Knowledge Skills and Abilities

- Use or learn the integrated library system, library classification and shelving systems, digital resources, common office applications, and library equipment.
- Read and understand English; comprehend and follow verbal and written instructions; and read, write, and interpret routine correspondence, reports, policies, and procedures.
- Communicate effectively with diverse patrons and teammates, using tact, courtesy, and appropriate professional boundaries.
- Handle materials carefully and accurately, attend to detail, and perform basic arithmetic and cash-handling procedures.
- Establish priorities, manage time, and organize and sequence tasks to maximize efficiency. Move between tasks as service needs change; work independently and take initiative within assigned responsibilities.
- Perform the physical and materials-handling duties described below, with or without reasonable accommodation.

Core Competencies

Customer Focus — Understand patron needs and provide high-quality, useful service. Seek ways to improve satisfaction, understanding, equitable access, and meaningful connections.

Valuing Diversity — Treat people inclusively and equitably; respect the perspectives and contributions of coworkers and community members; and seek opportunities to learn from differences.

Ethics Values and Judgment — Exercise sound judgment, trustworthiness, accountability, and professional conduct. Uphold district values, intellectual freedom, and confidentiality.

Professional and Technical Knowledge — Maintain and develop the knowledge and skills needed for the position; learn relevant service and technology developments and apply them to patron assistance.

Approachability — Listen attentively, allow appropriate time for interactions, build rapport, and communicate with a welcoming, confident manner while maintaining boundaries.

Work Quality — Set high standards for personal performance; complete work accurately and thoroughly; and demonstrate consistent attention to detail.

Teamwork and Collaboration — Work cooperatively and productively toward shared goals; recognize and use individual and team strengths; and respect differences.

Additional Duties

- Attend required meetings and training; maintain current knowledge of assigned procedures and services.
- Assist with program preparation or promotion, routine clerical tasks, supply monitoring, and service statistics or reports as assigned.
- Perform light tidying and basic equipment care within training and assigned duties; report custodial and maintenance needs.
- Perform other related duties consistent with the position's classification, training, and responsibilities.

Supervision and Decision Making

Works under general supervision and may carry out routine branch duties with limited onsite supervision. Makes routine decisions within district policies, procedures, and training, and refers exceptions or non-routine matters to a supervisor. Does not normally supervise employees. May guide volunteers in assigned tasks or serve as the designated person in charge when trained and assigned.

Physical Demands and Working Conditions

The following describe typical job demands. Essential functions may be performed with or without reasonable accommodation.

- Stand and walk for extended periods; sit, reach, bend, stoop, kneel, and crouch while providing service and handling materials. Move throughout the branch and between work areas.
- Quickly grasp individual items and place them accurately and efficiently on shelves, carts, in bins, or in designated sorting areas. Use safe work practices and approved step stools to reach low and high shelves.
- Push and pull loaded book carts; lift, carry, and move boxes of books and other materials. Regularly handle up to 10 pounds, frequently up to 25 pounds, and occasionally up to 50 pounds, using assistance or equipment as appropriate.
- Read labels and screens, maintain accurate materials order, and communicate with patrons and coworkers through effective methods, with reasonable accommodation as needed.
- Work in a public setting with frequent interruptions, variable activity and noise levels, and occasional exposure to dust. Use computer screens regularly and respond calmly to service concerns.
- Weekly hours may vary. Evening or weekend work may be required according to branch schedules.

Tools and Equipment

Computers and integrated library system software; online catalogs and digital resources; telephones; printers, copiers, and scanners; book carts and bins; approved step stools; and routine office and materials-processing tools.