**City of Pendleton**



 **Job Description**

 **Library Clerk**

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| **Department**: Library  | **FLSA**: Non-Exempt |
| **Reports to**: Library Director or Asst. Director  | **Representation**: Unrepresented |
| **Pay Range**: Part-time Scale  | **Date**: March, 2014 |

**GENERAL POSITION SUMMARY:** *(why does this position exist)*

Performs library routines of limited complexity according to standard procedures including courteous service to the public with an employee of higher rank present; does related work as required.

**ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:** *(list those tasks that HAVE TO BE DONE to accomplish the Job Purpose)*

1. Gives courteous, friendly, accurate service to the public at the circulation desk or other areas of the library.

2. Provide standard circulation functions such as check materials in and out using a computerized system; accurately enter data and information into the computerized circulation system, issue library cards, collect fees, empty inside and outside book returns. Youth Services aide and technical services aide will usually be assigned tasks in their work areas. They may be requested to assist at the circulation desk by the Assistant Director, or Director.

1. Youth Services assistant: provide assistance to the Youth Librarian in preparing materials for library programs, assisting with presentations and events, preparing promotional or education materials, and maintaining an inviting and informative space for children, teens, families and caregivers.
2. Technical Services assistant: provide assistance to the Library Assistant II, Technical Services, accurately enter data and information in the computerized cataloging system following system regulations, assist with mending library materials, process new materials to make them shelf ready, accurately type catalog cards as directed, file materials as needed using alphabetic and Dewey Decimal System order, operate a variety of office equipment including personal computers.

3. Answer telephone, provide general information about circulation and library use rules, refer callers to appropriate staff, take messages, contact patrons by phone as needed.

4. Empty book and media drops at designated times.

5. Answer library questions regarding location of materials or collections; refer reference questions to appropriate staff when available; may provide back-up assistance to reference staff.

6. File materials as needed using alphabetic and Dewey Decimal System order.

7. Operate a variety of office equipment including personal computers.

8. May assist in routine library operations such as interlibrary loan, book and materials repair, shelving, shelf-reading, cleaning materials and handling and routing mail.

9. May perform a variety of tasks as part of library team to keep facility clean and orderly as needed.

10. This position may be assigned lead worker responsibilities for shifts where a Library Assistant II is not on duty. A lead employee has delegated responsibility for training; assigning, organizing or scheduling work; and reviewing completed work assignments. A lead worker does not make hiring decisions.

**IMPORTANT FUNCTIONS:** *(list those tasks that may be done, but are not essential to fulfill the job purpose; any ancillary job tasks)*

 1. May assist other staff in the performance of their duties as required.

 2. Attends training, workshops and seminars as needed.

 3. Performs other duties as required.

**DISTINGUISHING CHARACTERISTICS: *(****what separates this job from others in the series?)*

This position is distinguished from the Library Assistant 2 position primarily by the absence of oversight responsibility for a specific program or function of the Library.

**JOB SPECIFICATIONS:** *(Education and experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)*

1**. Education & Experience** *Education and experience requirements are minimum standards.*

1. High School Diploma (or GED) is required.
2. Classesin library science or related field is preferred, but not required for the position.
3. Work Experience: Indicate the minimum level of work-related experience required to effectively perform the position’s responsibilities. Check only one box.

[ ]  Less than 12 months

[x]  1 – 3 years

[ ]  3 – 5 years

[ ]  5 – 8 years

[ ]  Other

Describe experience: 1 Year experience in a public contact position that required providing customer service or one year of responsible work in a public library.

1. Satisfactory equivalent combination of education and experience.

**2. Special Requirements:**

1. [x]  Must possess, or be able to obtain by time of hire, a valid driver’s license.
2. [x]  Must be able to pass the department’s security clearance standards including review of criminal history and driving record.
3. Bilingual in English/Spanish preferred, but not required.

**2. Necessary Knowledge, Skills and Abilities**:

1. Working knowledge of general library operations.
2. Knowledge of customer service practices and procedures.
3. Ability to alphabetize and use Dewey Decimal system.
4. Ability to type and use a computer terminal.
5. Ability to use online data bases.
6. Ability to understand and follow oral and written instructions.
7. Ability to communicate effectively orally and in writing; in person, over the phone, and using email.
8. Ability to work independently in the absence of direct supervision.

l) Knowledge of City policies, procedures, regulations, and codes related to library operations

m) Knowledge of safety standards, practices and procedures applicable to area of assignment.

1. Ability to maintain regular and predictable attendance to serve customers, interact with co-workers and supervisor, attend meetings, training, etc.
2. Ability to establish and maintain effective working relationships and work as a team member.
3. Ability to perform work in a manner consistent with the City’s Core Values of: Respect, Integrity, Caring, Responsibility, Citizenship, Cooperation and Industriousness.
4. Ability to perform the essential functions of the job.

**4.** **Tools and Equipment Used:** *List specialized tools or equipment needed to perform tasks. Add or delete from the sample list below.*

a) Standard office equipment including telephones, computer, printer, fax machine and copy machines; Computer software (Choose all that apply):

[x]  MS based word-processing, spreadsheet, and/or data base programs

[x]  Outlook or other email communication.

[x]  Internet and/or social media

[ ]  Presentation or desktop publishing software

[x]  Specialized or custom software

b) Automobile.

**5.** **Supervision:**

1. This position does not supervise other staff.
2. This position may provide lead worker direction for: Library Aids or volunteers.
3. This position reports to The Library Director. Supervision received is (Choose one):

[x]  Direct. Supervisor provides assignments, directs work on a regular basis, and tasks or procedures are usually well defined.

 [ ]  General. Work is assigned more generally and the employee has some autonomy to determine the order or manner in which the work is completed. Existing practices and procedures are used as guidelines to determine work methods.

 [ ]  Limited. Work is performed highly independently with little direction. Position has significant decision-making discretion. Work is evaluated for overall effectiveness.

**6.** **Communications**:

1. Communications are: (*Choose one*)

[x]  Primarily with other City staff and/or customers.

[ ]  Regularly includes others outside the organization (not customers), such as community partners, vendors, and local businesses.

1. The communications may be (*Check any that apply*):

[x]  Complex

[ ]  Controversial

[ ]  Confidential

[ ]  Have significant impact (affect City services or reputation, or have legal or financial consequences)

**7.** **Cognitive Functions**: *Check the one that most closely aligns to position:*

[x]  Tasks require the employee to remember complex processes and/or be able to perform multi-step jobs without step-by-step instructions. Requires a moderate level of independent thinking and reasoning.

[ ]  Tasks are highly creative or complex and requires significant mental exertion that would typically require specialized schooling, training, certification or a license to be able to accomplish. Employee has some control over the planning and performance of the work, and may determine their own practices and procedures.

[ ]  Responsibilities include significant accountability (i.e. could expose the City to risk or liability, generate public censure, or impact the work or reputation of the City.) Work is performed highly independently. Employee has significant control over the planning and performance of the work, and may develop or recommend new practices and procedures.

[ ]  Responsible for developing or approving programs/services; determining quantity and/or quality standards; and monitoring, evaluating, and analyzing program effectiveness to determine success or failure. Routinely engages in autonomous problem-solving. May include developing and implementing policies, procedures or regulations.

**8. Problem Solving:** *Indicate the nature of problems regularly encountered by this position. Check only one box.*

[x]  Most situations are resolved using standard procedures and established guidelines.

[ ]  Situations are somewhat varied; requires application of specific technical skills and expertise.

[ ]  Varied situations that require significant analysis or interpretation; general precedents and practices used, but may be modified.

[ ]  Highly varied and unpredictable situations, complex and often non-recurring; new and creative approaches required.

**9.Work Environment*:*** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Work is performed primarily indoors. Work is most often in a temperature controlled office.
2. Strength Rating (see attached definitions) is: Light .
3. Hazards include: *Check all that apply and include the percentage of time exposed to the listed hazard:*

[x]  Office environment / no specific or unusual physical or environmental demands.

[ ]  Work on and around heavy construction equipment \_\_\_\_%

[ ]  Exposure to toxic elements/hazardous chemicals \_\_\_\_%

[ ]  Work at heights in excess of 20 feet \_\_\_%

[ ]  More than occasional exposure to poor air quality (excessive dust, smoke, fumes, gases, etc.) \_\_\_\_%

[ ]  Exposure to weather or temperature extremes \_\_\_%

[ ]  Isolation \_\_\_\_%

[ ]  Exposure to light or noise extremes \_\_\_\_%

[ ]  Regular travel outside the City \_\_\_\_%

[ ]  Risk of injury \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(list) \_\_\_\_%

[ ]  Significant physical exertion required to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_%

[x]  Other (describe): Lifting boxes up to 50 lbs on a regular basis, constant standing.

1. General hours of work are during Library business hours Monday - Saturday.
2. Variations include (check all that apply):

[ ]  Frequent or regular overtime

[ ]  Subject to emergency call out

[ ]  Split or Night shifts

**10.** **Resource Accountability:**

1. Check item(s) that describe involvement in the budgetary process:

[x]  Not applicable [ ]  Input [ ]  Prepare [ ]  Forecast [ ]  Monitor [ ]  Approve

1. This position has resource accountability for the following level of assets (choose one):

[ ]  Significant – as would be typified by purchasing authorization up to $25,000, or responsibility for operation or use of very high-level equipment/assets.

[ ]  Moderate – as would be typified by purchasing authority up to $5,000 or responsibility for operation or use of equipment/assets of moderate value.

[x]  None/Low – employees with no purchasing authority or responsibility for operation or use of equipment/assets of modest value.

1. Persons in this classification are responsible to make purchasing decisions resulting in the most efficient solution for the lowest cost.

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Drafted: July, 2014

Adopted:

Revised: August, 2020

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Employee Acknowledgement/Date Supervisor Approval/Date

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Department Head Approval/Date Administration Approval/Date

Overall Job Strength Rating Definitions

(Oregon Workers’ Compensation Rules, Div. 436-035-0012)

**S - Sedentary** – exerting up to 10 pounds of force occasionally, or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Job is mostly sitting, but brief walking and/or standing (occasionally) may be required.

**L – Light**  - exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force continually to lift, carry, push, pull or move objects. Job is largely sitting, but more than sedentary walking or standing may be required. Work is light if job tasks are done sitting, but considerable upper body or arm movement or use of leg controls is involved.

**M – Medium** - exerting 20 to 50 pounds of force occasionally, or 10 to 25 pounds of force frequently, or greater than negligible up to 10 pounds of force continually to lift, carry, push, pull or move objects. Standing, walking, and/or other positional physical movements may be occasional to frequent.

**H – Heavy** – exerting 50 to 100 pounds of force occasionally, or 25 to 50 pounds of force frequently, or 10 to 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.

**V/H – Very Heavy** – exerting in excess of 100 pounds of force occasionally, or in excess of 50 pounds of force frequently, or in excess of 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.