



JOB CLASS: Clerical Assistant
POSITION TITLE: Clerical Assistant, Public Services
GRADE: II, 5
PAY: \$15.30 per hour
REPORTS TO: Public Services Manager
SCHEDULE: Flexible: day, evening, and weekend shifts required
15 hours per week
FLSA STATUS: Non-Exempt

POSITION SUMMARY:

Under the direction of the Public Services Manager, the Clerical Assistant enriches the patron experience by providing friendly and helpful customer service, providing staff support to the total library operation, and performing clerical office work.

JOB REQUIREMENTS:

Education

- High school diploma
- Some college coursework preferred

PERSONAL REQUIREMENTS:

- Able to work independently with good work ethic
- Commitment to providing courteous public service
- Cooperative, helpful, and understanding toward others
- Discreet and able to maintain patron confidentiality
- Flexible, cooperative, and responsive
- Good record of dependability, promptness, and attendance
- Outgoing and pleasant personality
- Performs detailed work with a high degree of accuracy
- Performs repetitive work
- Projects professionalism in appearance and behavior
- Responsible, efficient, and well-organized

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the library’s mission, values, policies, and strategic plan

- Ability to coordinate diverse information and work with independent initiative
- Strong interpersonal/customer services skills; ability to be consistently pleasant, positive, and responsive to a diverse public and staff
- Ability to deal with regular interruptions and multiple tasks
- Keyboarding skills
- Working knowledge of computer systems and applications, including library circulation software, internet, online databases, office software, and email
- Good verbal, listening, and written communication skills
- Ability to sort letters and numbers and alphabetize quickly and accurately

DESCRIPTION OF TASKS:

Public Services Duties

- Use the library database to perform circulation functions such as checking out, renewing and checking in library materials, issuing library cards, verifying and updating patron records, processing holds, and receiving money owed
- Resolves circulation-related questions and regularly addresses patrons' basic directional and material location questions; refers more complex informational requests to reference librarians or, when appropriate, supervisors
- Provides excellent customer service; responds to patron questions both in person and on the telephone in a positive, helpful, and friendly manner
- Assists with the retrieval of overdue materials; checks shelves, and mails overdue notices
- Searches shelves and computer for items before overdue notices are sent
- Investigates and resolves any circulation problems; for example, missing items, discards, or reported lost items
- Operates cash register and makes change
- Inspects returned materials for damage or misuse; reports and routes identified materials for billing, repair, or discard
- Assists patrons in the computer lab and with technology needs (Libby, eReaders, etc.)
- Works in a multitasking services environment
- Works directly with the public in the circulation of library materials and instructs and assists patrons in the use of information resources, library equipment, and related software including self-check kiosks, copiers, microfilm reader/printer, computers, internet, databases, OPAC, etc.
- Provides general reference and readers' advisory services
- Counts daily fines and notes on daily deposit worksheet
- Keeps abreast of the Library's standard operational processes; communicates, enforces, and supports library policies, procedures, and guidelines when dealing with the public
- Performs opening and closing duties and daily routines, such as emptying book drops, transporting materials, straightening shelves
- Picks up unshelved library materials regularly
- Sorts and shelves materials
- Shelf-reads collection to ensure accurate placement on library shelves
- Assists in maintaining the overall appearance of the library, such as dusting and straightening shelves
- Assists with staffing in other departments as needed

- Attends workshops, conferences, webinars, and other library-related meetings
- Assists with outreach events as needed and attends and contributes to departmental/unit meetings; takes part in special projects and committees as assigned
- Performs other duties as assigned

ESSENTIAL SKILLS:

- Must be able to view a computer monitor and perform mouse and keyboarding tasks with dexterity and accuracy for extended periods of time
- Must have adequate hearing, eyesight, depth perception, and color vision to perform duties
- Must have the manual dexterity to operate library equipment
- Must be physically able to retrieve materials from library shelving
- Must be able to turn, balance, push, handle, reach, stoop, walk, sit, and stand for extended periods of time
- Must be able to lift 25 lbs. and push a fully loaded book truck, which can weigh over 100 lbs.

Jeffersonville Township Public Library is an Equal Opportunity Employer

Adopted by the
Jeffersonville Township Public Library Board of Trustees
on August 18, 2015; Revised February 23, 2016; Revised
October 15, 2019; Pay Grade Changed November 19, 2019
effective December 29, 2019; Updated April 19, 2022; January
27, 2025