



Public Service Clerk (Main)

Department: Circulation

Reports to: Director of Circulation

Level: 4

Chain of Command: No

FLSA Status: Non-Exempt

Certifications: N/A

Position Summary

All staff work together to create opportunities for our community to become its best. As a member of the library team, I am essential in providing excellent experiences by being proactive and helpful. Being hospitable and positive, I assist in the use of library resources by putting Circulation procedures into action.

Essential Functions

Expertise

- I create opportunities for our community and visitors to become their best by demonstrating exceptional experiences in the library.
- I provide a friendly and welcoming atmosphere.
- I assist new and returning patrons by issuing and replacing library cards, updating records as necessary, and helping them access online resources by keeping records current and valid.
- I keep patron accounts accurate by properly recording fines paid. Taking a variety of payments and being able to count change and count down the drawer is an essential part of my daily routine.
- I help maintain holds, loans from other libraries, and courier items by sorting, shelving, and alphabetizing correctly.
- I prepare communications with patrons, both physical and digital, in a manner to help patrons get their materials as timely as possible.
- I reliably keep statistics for the department and/or library that are clear and accurate.
- I assist the pages with sorting and shelving items as needed, and with task prioritization in the absence of a supervisor.
- I understand and follow all procedures for opening and closing the department so my coworkers and I can perform effectively.
- I rotate books through heat treatment multiple times per day.
- I am well-informed about library programming, services, and resources, and use that knowledge to make recommendations to patrons.
- I communicate well with patrons and assist them with their use of the library, including completing appropriate forms, resolving issues and concerns, providing

quick and effortless assistance with library equipment, and answering their questions.

- I promote, handle, and sell tickets for library and community events as needed.
- Based on my interests or knowledge and with my supervisor's permission, I may help with programming or projects.
- I check the Trespassed List as it is updated to ensure the library maintains a safe environment for our staff and patrons.

Nonessential Functions

- I help maintain the image of the library by performing simple mending of materials and routinely keeping materials clean and presentable. I also make sure the department is cleaned and sanitized multiple times during my shift.
- I frequently communicate with my supervisor and other staff to give input and ideas on how to continually make the library a better place for our community.
- I recognize that we work as a team and help coworkers in my department and other departments as I am able.

Knowledge and Skills

- I possess math and money-handling skills.
- I have typing/data entry skills

Education/Experience and any pertinent Certifications

- High school diploma or equivalent.
- 1 year or more of experience working with the public.

Working Conditions

Unless reasonable accommodation can be made, while performing this job, the staff member shall:

- Use strength to lift items needed to perform the functions of the job, usually no less than 25 lbs. and no more than 50 lbs.
- Sit, stand, and walk for required periods.
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas using the spoken word; hearing is required to perceive information at normal, spoken word levels.
- Communicate effectively in English, using proper grammar and vocabulary.
- Use hands, arms, and fingers to handle objects and operate tools, computers, and/or controls.
- Work in normal library working conditions; moderate exposure to office and maintenance chemicals.
- Encounter normal fluctuations in interior conditions, such as noise and temperatures.

Core Abilities

- I am a vital component in an engaged and thriving community.
- I am understanding and compassionate.
- I am cooperative, a collaborator, a problem solver, and a continuous learner.
- I am approachable and understanding, so I can assist others in accessing materials or services.

- I remain customer-focused when aiding anyone, answering directional or general library questions, or in any other job duty.
- I effectively communicate, verbally and in writing, with patrons and staff, providing clear and helpful information in a friendly and approachable manner.
- I understand the technologies that are necessary to fulfill my job duties to give quick and effortless help to our patrons.
- I help resolve issues and help ensure that all have good experience in the library.
- I am an advocate for books and reading, taking the time to talk to patrons when assisting them.
- I represent KHCPL by being honest, ethical, sympathetic, responsible, and staying calm under pressure.
- I keep the library a welcoming place by knowing patron-facing policies such as the Patron Code of Conduct, Crisis Handbook, Circulation, and others.
- I will work with and cooperate with all staff in all departments to keep a friendly and inviting library.
- I stay informed of library news and events by regularly reading and responding to emails, memos, and other library-related documents.
- I remain flexible and accept new or temporary job duties as the need arises and the library evolves.

This job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, assignments, or working conditions associated with this job.

Kokomo-Howard County Public Library provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. We encourage applications from members of underrepresented minority groups.