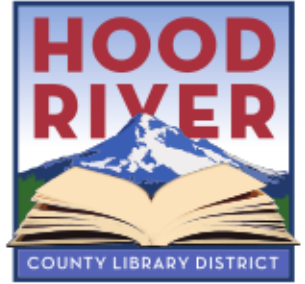


# Job Description

## Public Service Clerk Substitute



### **Summary**

Provides services directly to patrons of all ages at the public service desks and via other communication methods.

*Classification:* Clerk II

### **Essential duties and responsibilities**

1. Works at the public service desks, performing circulation and reader's advisory duties as well as answering simple reference questions.
2. Answers questions on library organization, policies, and procedures.
3. Assists the public in using computers, equipment, the library catalog, and electronic resources.
4. Checks in returned library materials and routes items to the proper locations.
5. Shelves new and returned library materials.
6. Processes and applies protective coverings, labels, property stamps, and other appropriate markings to new library materials.

### **Peripheral duties**

1. Attends meetings and training seminars as required.
2. Performs other job-related duties as assigned.

### **Supervision received**

Works under the general supervision of the Assistant Director. Daily assignments and supervision may be provided by the Library Director or other senior staff.

### **Supervision exercised**

Supervision of other employees is not a normal function of this position. However, this position may oversee the work of volunteers. S/he may also be assigned to be the Person-in-Charge of the building, in the absence of the Library Director, Assistant Director, and other senior staff.

### **Desired minimum qualifications**

Education and experience:

1. High school diploma or equivalent.
2. Two years experience working in customer service, preferably in a library.
3. Any equivalent combination of education and experience satisfying the above.

Necessary knowledge, skills, and abilities:

1. Knowledge of library organization systems, including Dewey Decimal Classification.
2. Familiarity with contemporary and classical literature and audiovisual materials.

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3. Ability to use or learn to use integrated library system software.
4. Ability to type 35 words per minute.
5. Familiarity with the Internet and basic office applications, especially word processors.
6. Ability to speak and write English fluently. Ability also to speak and write Spanish is preferred.
7. Ability to read, write, and interpret routine documents such as reports, correspondence, policies, and procedures.
8. Ability to communicate effectively vocally to the public and staff.
9. Ability to perform basic mathematical functions.
10. Ability to respond to a wide variety of practical problems and unpredictable circumstances, especially while on the public service desks.
11. Close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
12. Ability to perform essential job functions with or without accommodation.

### ***Tools and equipment used***

Personal computer, including the Internet, general office applications, and integrated library system software; book carts; copy machines; telephones; book bins, magazine storage racks; microfilm readers; general office tools; calculators; media players; televisions; other tools and equipment necessary to perform the essential and peripheral duties of the position.

### ***Working conditions***

1. Stands or walks 50% of the time, 75% of the time when assigned to the public service desks.
2. Frequently required to walk, sit, talk, or hear. Occasionally required to climb, balance, stoop, kneel, crouch, or crawl.
3. Moves back and forth between all areas of the library.
4. Retrieves and replaces library materials from 2 inches from the floor to 7 feet from the floor.
5. Regularly lifts and/or moves up to 10 pounds, frequently lifts and/or moves up to 25 pounds, and occasionally lifts and/or moves up to 50 pounds.
6. May be asked to work at any library branch within the district.
7. Stares at computers screens and monitors regularly while carrying out essential job functions.
8. Normal office exposure to noise, stress, and disruptions.
9. On-call position; number of hours based on library's scheduling needs.

### ***Selection guidelines***

Formal application, rating of education and experience, oral interview, reference check, job-related tests, and criminal background check may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. Omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

This job 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.

Effective Date: September 20, 2011

Last revised: September 18, 2014