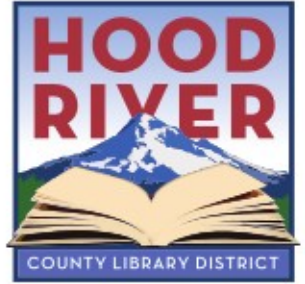


Job Announcement Public Service Clerk



**Open until filled
First review of applications
Thursday, November 12, 2026**

How to apply

Please read the job description carefully and submit the following:

- **Cover letter**
- **A completed Hood River County Library District Application for Employment**
- **Current resume**

Job description

Serves patrons of all ages through multiple service points including public service desks, bookmobile, library programs, and various communication channels. The Public Service Clerk advances the library's mission by providing welcoming, inclusive services that support patron growth, promote literacy and learning, and foster a lifelong appreciation for libraries.

The individuals in this position must enjoy working with people of all ages, have excellent customer service skills, and be enthusiastic about working in a library. Fluency in Spanish is highly preferred. The position reports to the Assistant Director.

The Public Services Clerk is a full-time position, 40 hours per week, includes shifts at all locations. Saturdays and evening hours are required. Schedule: Tuesday-Saturday. Benefits are included.

Compensation

- **Opening salary ranges** from \$17.55 to \$18.26 per hour.
- **Health benefits:** Medical, prescription, alternative care, vision, and dental insurance. Optional Flexible Spending Accounts for health or dependent care.
- **Retirement:** 403(b) plan contributions of the equivalent of up to 9% of salary, including a 6% contribution by the district and an optional match by the district of up to 3%.

502 State Street
Hood River · OR 97031

541 386 2535

www.hoodriverlibrary.org

- **Leave:** Vacation, sick leave, and paid holidays annually.
- **Available to all staff:** 5% bilingual differential for Spanish/English or American Sign Language proficiency. Proficiency established by achieving the required minimum score on testing administered through a District-determined vendor.

Essential duties and responsibilities

- Provides friendly, professional patron assistance, offering information about library services, policies, and procedures
- Resolves patron concerns effectively to ensure positive experiences
- Performs accurate circulation duties, including checking materials in and out
- Manages patron records, including new registrations and updates
- Processes payments for fees according to library policies
- Maintains organization of library materials through proper shelving and arrangement
- Offers basic technology support, including computer and printer assistance
- Guides patrons in using the online catalog and electronic resources
- Handles library card applications and maintains accurate records
- Manages phone and email communications, including answering calls, routing, and message-taking
- Ensures public areas remain clean, tidy, and welcoming
- Demonstrates flexibility by taking on additional tasks as needed to support library operations

Please see the job description for a list of secondary duties, knowledge, skills and abilities.

Required minimum qualifications

- High school diploma or equivalent.
- Two years experience working in customer service.

Desired minimum qualifications

- Associate's degree from an accredited institution or equivalent.
- Experience with organizations serving underserved populations.
- Experience working at school or public libraries.

The complete application packet, together with the job description, is available from the following sources:

- Online at <http://hoodriverlibrary.org/about/employment>.
- Hood River Library, 502 State St, Hood River, OR 97031.
- Cascade Locks Library, 140 SW Wa-Na-Pa, Cascade Locks, OR 97014.
- Parkdale Library, 7300 Clear Creek Rd, OR 97041.

- By calling 541-387-7062 or emailing info@hoodriverlibrary.org.

Documents must be submitted in OpenDocument, PDF, or Microsoft Office format. Complete application packet and email to rachael@hoodriverlibrary.org or return to Hood River County Library District, 502 State St, Hood River, OR 97031

About Hood River County Library District

The Hood River County Library District reaches out, supporting everyone to learn, create, and grow in our community. We come together to create an inclusive, dynamic, and creative environment where everyone belongs and opportunities for all. Our commitment to collaboration, community, compassion, and fun drives us to provide services that enrich lives and foster a sense of belonging for every member of our diverse community.

The Library District serves approximately 24,000 people with good circulation rates and robust participation in events. In the 2024-25 fiscal year, Hood River County Library District patrons checked out over 191,762 items. Our libraries welcomed 75,000 visits, and 12,455 people attended our programs.

The District includes three locations: Hood River, Cascade Locks, and Parkdale as well as a bookmobile. The bookmobile serves Hood River County with a focus on Odell and Hood River.

The physical library buildings and bookmobile provide free wi-fi, computer access and use of other electronic devices to patrons and visitors alike. Additionally, the Hood River County Library District is a member of the Sage Library System and the Libraries of Eastern Oregon, consortium which provide their patrons access to nearly all materials cataloged within their systems.

The Hood River branch is in a stunning, historic Carnegie building (constructed in 1913 and expanded in 2003), and the Cascade Locks and Parkdale branches are located in the center of their respective communities. The district has stable funding from a countywide special district, and enjoys the additional financial support of a very active Friends of the Library group and Library Foundation, as well as many hours of support from a bevy of loyal volunteers.

Seated at the heart of the Columbia River Gorge, Hood River County provides myriad opportunities for outdoor recreational activities including windsurfing, kiteboarding, hiking, cycling, skiing, and more.

For more information, please visit us online:

- Hood River County Library District - <http://hoodriverlibrary.org>
- Sage Library System - <http://catalog.sage.eou.edu/>
- Hood River County Chamber of Commerce - <http://hoodriver.org/>

The Hood River County Library District is an Equal Opportunity Employer.

Last revised: October 20, 2026