

CITY OF CROWLEY LIBRARY SENIOR CLERK

Pay Grade: 108

FLSA: Non-Exempt

Pay Range: \$15.51 - \$22.78 Hr

JOB SUMMARY

Under the supervision of the Library Director, provides a high level of service in interaction with patrons, community leaders, service providers and fellow employees. Responsible for planning, coordinating and administering all aspects of specialized library services in one of the following service areas: Reference Services, Adult & Outreach Services or Technical Services. Responsibilities include providing professional expertise in managing the designated service area, responding to customer research inquiries and participating in planning for the development of library services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential functions may include any of the following duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by an employee in this role; employees may be assigned duties which are not listed below. The job description does not constitute an employment agreement and is subject to change at any time by the employer.

- Provides excellent customer service while performing all service area and reference functions in an automated environment, including maintenance of confidential customer records and reference transactions.
- Researches and develops grant proposals.
- Coordinates the functions and duties of support services staff and volunteers assigned to assist in designated service area activities, contributes input to evaluation of support services staff and leads staff and volunteers in achieving the goals of the Department and City.
- Develops recommendations for Department policies and procedures.
- Provides reader's advisory, reference and interlibrary loan service to assist patrons of all ages in selecting materials to meet reading and informational needs using electronic and print resources.
- Instructs patrons in the use of library resources in all formats, including electronic resources, catalog, the Web, indices, books and periodicals; assists customers in the use of public access workstations, including use of standard office productivity software.
- Participates in general collection development and maintenance; reviews patron requests and selection aids; recommends materials for acquisition.
- Administers interlibrary loan and lending program. Handle patron contact involving complex situations regarding service area programs and services and general library services.
- Demonstrates ability to remain professional and courteous while dealing with stressful situations.
- Continues to develop professional knowledge and currency with standards, practices, emerging technology, and trends in the field of library and information science in general and in assigned areas of specialization via professional publications, continuing education, training and networking.
- Assists Library Director in preparing monthly and annual reports.
- Performs other duties as assigned.
- Communicates with Library Director regarding any problems, issues or concerns.
- May be required to work extended hours on evenings and weekends.
- Regular attendance and punctuality are an essential function of this job.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the digital world and its application to the public library. Knowledge of customer service methods and techniques.
- Knowledge of computers and related equipment, hardware and software to perform data entry review, retrieval and research.
- Skill in effective oral and written communications.
- Ability to work with others effectively as a team and to work independently without direct supervision.
- Ability to perform successfully in a high-paced library environment.
- Ability to apply independent judgment in the interpretation of policies and to enforce policies and procedures with tact and diplomacy.

- Ability to multi-task, learn quickly and adapt to changes.
- Flexibility in work habits and scheduling and ability to perform multiple tasks simultaneously under time constraints.
- Work is performed in a public environment.
- May be subject to repetitive motions such as typing, data entry and vision to monitor.
- Must be able to stand for up to 2 hours, push, pull or lift up to 30 pounds, bend, and reach up to 84" with a step stool.

EDUCATION, EXPERIENCE AND CERTIFICATION

- A high school diploma or the equivalent.
- Customer service experience desired.
- Experience with cash handling.
- Three year of volunteer or paid professional library experience is preferred.
- Public library circulation experience, supervisory experience preferred but not required.
- Must possess a valid Texas driver's license.
- Must pass pre-employment drug screen and criminal background check.