



SUPERVISOR: ASSISTANT DIRECTOR

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### Service Commitment

The Shorewood Public Library is committed to providing the highest quality of service to both internal and external customers. To achieve this level of service, employees are expected to be knowledgeable, competent, dependable, and courteous in the performance of their job responsibilities and to work cooperatively with other employees. Employees are expected to contribute toward public understanding of and support for libraries within the community. The Shorewood Public Library is a dynamic work environment requiring employees to be adaptable.

### General Purpose of Position

Provide library services to the Shorewood community, and all library patrons, that support the Shorewood Public Library mission and strategic plan as set by the Library Board of Trustees. The library clerk provides regular support of all circulation, and many collection management, functions under direct supervision of the Assistant Director.

### Essential Duties and Responsibilities

1. Customer service in person, over the phone and occasionally via email: respond to or redirect patron requests for information and assistance in a timely and effective manner, following established policies, procedures and guidelines.
2. Circulation: register and re-register library patrons, check materials in and out, collect payment for fines and fees, answer basic questions relating to library patron records and library item records. Open and close library in conjunction with Librarian in Charge. Assist in collection of statistics or output measures as assigned.
3. Collection management: sort incoming delivery from MCFLS, and returned books from book drop, evaluating for quality and accuracy. Process materials to be shelf-ready. Follow established policies and procedures for handling damaged and missing items. Shelve, straighten/shelf-read, and perform other collection management function as assigned.
4. Library maintenance: monitor public and staff space for order and cleanliness. Monitor behavior of patrons in the library in the interest of maintaining order while on duty at the customer service desk. Report problems to the Librarian in Charge.
5. Maintain an up-to-date knowledge of all circulation and library policies and procedures. Reports all breaches of policy to the Library Director or his/her designee.
6. Performs other duties as assigned by the Assistant Director, the Librarian in Charge with approval from the Assistant Director, or the senior circulation staff with approval from the Assistant Director.

### Qualifications

*The requirements listed below are representative of the knowledge, skill, and abilities necessary to successfully perform the essential duties and responsibilities of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and Experience:

1. High school diploma.
2. Customer service experience required.
3. General computer experience required.

Knowledge, Skills and Abilities:

1. Ability to work comfortably with patrons of all ages and backgrounds.
2. Strong communication skills, appropriate to a position where constant public contact is involved and the maintenance of good public relations is essential.
3. Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
4. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public and peers.
5. Friendly and helpful manner, appropriate to a position where constant public contact is involved and the maintenance of good public relations is essential.
6. Ability to effectively use the Internet, basic computer programs (word processing, Windows operating system)
7. Ability to learn pertinent computer programs and to effectively use them to perform assigned duties.
8. Ability to gain a solid understanding and practical application of Shorewood Public Library and MCFLS procedures and policies as they relate to circulation and technical processing tasks.
9. Ability to develop and maintain an understanding of current Shorewood Public Library and MCFLS policies and procedures and the ability to explain them to the public.
10. Ability to operate all items listed under Tools and Equipment Used.
11. Initiative, ability to work both independently and as a team.
12. Ability to maintain confidentiality of library users' information.
13. Promptness, reliability, able to maintain good attendance record.
14. Knowledge of English grammar and spelling.

Physical Demands:

1. Majority of work time is standing, walking, and reaching in front of body.
2. Bending, twisting, stooping and reaching overhead with simultaneous use of hand, wrist, and fingers.
3. Far vision at 20 feet or further; near vision at 20 inches or less.
4. Fingering: keyboarding, writing, filing, shelving and processing (applying labels, tags, barcodes, covers).
5. Lifting and carrying: 60 pounds or less.
6. Pushing and pulling: objects weighing 60-80 pounds on wheels.
7. Talking and hearing ordinary conversation in person or on the phone in a quiet and sometimes noisy environment.

Mental Requirements:

1. Ability to comprehend and effectively follow instructions received verbally and in written form.
2. Ability to work well under pressure and handle fast paced, stressful situations.
3. Ability to interpret technical regulations, policies and instructions.

4. Analytical Skills: Identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information, resources available when making decisions.
5. Problem-Solving Skills: Develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; and refer problems to the Assistant Director when necessary.
6. Ability to exercise judgment and reasoning in enforcement of policies.
7. Communication Skills: effectively communicate ideas and information both in written and verbal form.
8. Mathematical Ability: calculate basic arithmetic problems (addition, subtraction, multiplication and division) without the aid of a calculator
9. Reading Ability: effectively read and understand information contained in memoranda, reports and bulletins, etc.
10. Time Management: set priorities in order to meet assignment deadlines.
11. Alphabetical/Numerical Ability: effectively arrange materials in appropriate order.
12. Ability to handle collection of money and make change.

#### Work Environment

1. Inside work environment.
2. Frequently dusty work conditions.
3. Exposure to environmental factors: repetitive motions of using computer keyboard and picking up and setting down books.
4. Noise level is moderately quiet.
5. Work hours include evenings and weekends.

#### Tools and Equipment Used

Automated shared resource system (CountyCat and Sierra), networked computer and peripherals, mobile devices, printers, copy machine, scanner, telephone, cash register.

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

**The 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.**