Chillicothe & Ross County Public Library

Enrichment Services Clerk

Supervisor: Enrichment Director
Position: FLSA Non-Exempt
Pay Band: B

Position Summary

The Enrichment Services Clerk assists the Enrichment Assistant and Director to ensure a positive experience for patrons by engaging in conversation and connecting users with library materials while promoting services and leading library programs.

Essential Duties & Responsibilities

- Work in public service areas as assigned: including answering reference and information questions; checking materials in and out; answering the telephone; issuing borrower's cards; processing materials, shipments, and reports; shelving, shelf reading, etc.
- Assist patrons in the use of technology available in the library, including basic troubleshooting of microfilm, photocopier, and computer problems.
- Answer basic reference questions in person or by telephone and helps patrons locate library materials.
- Instruct patrons in the use of basic reference tools, both print and electronic.
- Maintain files, records, and statistics as assigned.
- Maintain job knowledge by staying current with library policies and procedures, work related e-mails and training documents and by attending library related training as assigned.
- Responsible for prompt and courteous delivery of customer service to library patrons, including circulation of library materials to patrons, maintenance of patron accounts including payments for fines and fees, answering patron questions regarding library materials and services, and maintenance of library collection and equipment.
- Maintain library spaces to ensure an orderly and attractive experience for patrons.
- File materials for review or processing as assigned.
- Assist in the planning and delivery of library programs at library and remote locations under the supervision of management.
- Responsible for monitoring the safety and accessibility of our physical and digital spaces. Report findings to supervisor as needed.
- Responsible for completing ADA website audit checklist as assigned.
- Actively participates in safety and security trainings and utilizes training to protect the physical library, the library's online infrastructure, staff, and patrons.
- Perform related duties as required.

Qualifications

- High school diploma or G.E.D.
- Some college education desired, previous library experience preferred.
- Ability to communicate effectively.
- Familiarity with MS Office products.
- Keyboarding/windows proficiency.
- Ability to operate library technology systems, including personal computer, ILS, software programs, and other job-related equipment.

Supervisory/Management Responsibilities

None.

Interaction

Frequent interaction with other library employees and patrons.

Computer/Technology Skills/Equipment/Software Skills

Common technology used in this position includes but is not limited to Outlook, Data Entry, Electronic Resources, SirsiDynix ILS, Microsoft Programs, Intranet (StaffNet), Internet (www.CRCPL.org) Laptop, and other library-related software applications.

Travel Requirements

Travel by automobile is required for training and branch coverage.
Frequency of travel: Occasional

Physical Demands

Ability to regularly lift/push/pull up to 50 pounds.

Often required to perform tasks at a desk for extended periods of time.

Nature of work requires an ability to expertly communicate and exchange information, and to collect, compile, and prepare work documents operating standard business office equipment.

Manual dexterity and physical ability to perform essential duties requiring continual standing, reaching, bending, and walking.

Work Environment

Majority of the work performed in a general office/library setting.

Requires availability for extended or nontraditional hours as needed to perform job duties.

Requires periodic participation and attendance at related library events and training.

Disclaimer

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.