

JOB DESCRIPTION

BEAUREGARD PARISH LIBRARY

POSITION:

Clerk, Non-exempt

RESPONSIBILITIES:

Provide direct (patron) library services.

ESSENTIAL FUNCTIONS:

- Greet patrons promptly and pleasantly; answer phone
- Perform opening and closing procedures as needed
- Maintain a clean branch/work area & report maintenance issues to Security in a timely manner
- Provide new library cards for patrons, as needed
- Provide patron internet accounts, as needed
- Assist patrons with internet and computer use
- Check data entry of library card applications for correctness
- Assist patrons with information / other library needs (copying, materials location, etc.)
- Accept patron requests; place hold for patron requests of items that library owns; forward requests of items not owned for Interlibrary Loan or purchase
- Check out and renew material; check in material
- Monitor patron usage of computers (time usage, no multiple, simultaneous log ins, etc.)
- Work with patrons on reference questions; keeping abreast of available resources
- Shelve materials as needed; straighten shelves and perform shelf reading
- Report equipment failures to I.T. department and follow step-by-step direction to rectify, if possible
- Maintain current displays, if applicable
- Accept payments for fines and fees
- Process in-coming and out-going branch distribution & branch's periodicals

Additional work performed:

- Record data for and send in statistical reports
- Maintain paper, toner, etc. for printer, fax, etc.
- Know and explain library policy and procedures to patrons
- Pursue ongoing self-improvement in response to feedback
- Other duties as assigned

QUALIFICATIONS:

High school graduate; some college preferred; some library experience preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to follow verbal and written instructions
- Ability to communicate effectively using a variety of methods and with a variety of audiences and individuals from diverse backgrounds
- Ability to apply customer service skills to enhance the level of user satisfaction in all dealings with patrons
- Knowledge of basic functions of email applications as well as perform basic functions and tasks of common software programs
- Ability to maintain professional demeanor with coworkers and patrons
- Ability to file alphabetically and numerically
- Ability to work with others as a team member
- Ability to work with / around children
- Requires valid Louisiana driver's license, a clear driving record, and the ability to safely operate motor vehicles
- Ability to pass a back-ground check

Revised 12/2021 HR,11/22/2016; Salary effective 1/2018

WORKING CONDITIONS:

Indoor / office conditions to include some standing, sitting, walking, bending, and lifting up to 40 lbs.

Intraparish travel required for some.

HOURS: Up to 40 hr/ wk; TBD

SALARY: Level 10; \$10.16 - 15.45 / hr, dependent on experience & qualifications

SUPERVISOR: Branch Manager

Beauregard Parish Library is an Equal Opportunity Employer