



Job Description

Computer Area Clerk

Department: Public Services-Adult Services
Reports To: Assistant Adult Services Coordinator
Job Classification: Part-Time Staff Member; 15 hours/week; Non-Exempt
Salary Range: \$10.50-\$16.00/hour; Not Benefit or Holiday Pay Eligible; OPERS Retirement

Job Summary: A Computer Area Clerk works at the computer area public service desk to assist customers in using Library materials, services, and equipment and provides basic computer services instruction.

Mission: *To serve our community of lifelong learners.* The Computer Area Clerk supports that mission by ensuring that they are providing the best possible customer service at all times.

Personal & Professional Attributes: All Licking County Library employees are expected to exercise sensitivity when working with others, display common sense and good judgment, actively promote the Library to the public, uphold the highest level of confidentiality, honesty and integrity, and represent the Library in a positive and professional manner at all times.

Core Technology Competencies: All Licking County Library employees must have a demonstrated working knowledge of computer operations, standard office equipment (copiers, faxes, etc.) and must be able to perform simple searches on the Library's online catalog. In addition, all employees must be able to prepare basic documents using a word processing program and have the ability to comprehend and explain to others all Library services including those relating to e-media and e-media devices.

General Requirements: Along with the commitment and desire to provide excellent service to library customers, all Licking County Library employees must have the ability to maintain predictable and regular attendance, work a flexible schedule including daytime, evening and weekend hours, communicate, comprehend and follow Library policy and procedure and develop and maintain positive working relationships with all internal and external customers. All employees must be able to understand library wide operations, satisfactorily perform all of the responsibilities associated with a specific job title and meet the physical requirements of that same job title. All employees must have the ability to alphabetize and perform basic math operations. In addition, all employees must have the ability to work according to the priorities as established by Library Administration and/or the Library Board of Trustees and to adapt to change as necessary.

Minimum Education, Experience, and Licensing Requirements:

- High School diploma or equivalent required.
- One year related work experience, or an equivalent combination of education, experience, and training.
- Valid driver's license and access to a vehicle to provide own transportation when participating in off-site library business.
- Must successfully pass a background check.

Minimum Knowledge, Skills, Abilities, and Other Characteristics

- Show enthusiasm and commitment to excellent customer service, genuine public service orientation and ability to work with all age groups and diverse populations of customers.
- Maintain an awareness of developments in the field of public library service.
- Ability to maintain confidentiality of information handled.
- Ability to instruct library customers in the use of computer area services, software application and on-line services.
- Excellent verbal, written, and telephone skills.

- Keyboarding and basic math skills.
- Familiarity with searching online catalog and databases, especially by keyword, author, and title.
- Ability to establish and maintain effective relationships with customers, staff, and general public.
- Ability to operate Library computer terminal and other equipment such as photocopier, cash register, microfilm reader, etc.
- Ability to learn time management software used in computer area.
- Ability to follow verbal and written instructions.
- Ability to perform several tasks simultaneously and under pressure.
- Ability to work independently and with a team.
- Ability to perform detail-oriented duties accurately.
- Ability to organize and prioritize workload.
- Knowledge of and willingness to follow and enforce Library policies, procedures, and techniques.
- Ability to recognize and respond to potential dangers to customers and staff.
- Ability to use Microsoft Office Suite and other software.
- Availability to work evenings and weekends.
- Ability to perform the physical activities associated with the job.
- Flexibility in scheduling in regards to lunch breaks and length of work day.

Essential Duties:

- Provide exemplary customer service to customers by performing clerical duties common to a library environment and the computer area.
- Monitor the computer area at the Main Library.
- Enforce Library policy and procedures; provide direction, and problem solving.
- Assist customers with basic computer related requests including setting up email accounts, resume writing, Internet searching, and basic software applications such as Microsoft Word and Excel.
- Investigate, troubleshoot, and resolve basic computer hardware and software problems.
- Instruct customers in the use of Library equipment and public access catalog.
- Participate in training new hires that are going through the Onboarding Program.
- Monitor the behavior of Library customers and ensure that the library is neat and orderly.
- Handle monetary transactions relevant to the computer area.
- Prepare library for opening and closing by turning on/off lights and equipment, running computer and cash register reports, counting, verifying and securing money in cash register for safe.
- Fill photocopier and other equipment with paper and toner, clear paper jams, and notify supervisor of more in-depth problems.
- All other duties as needed or as assigned.

Additional Duties:

- May assist other departments with clerical tasks that can be done while on-desk.
- May assist customers with microfilm reader/printer.

PHYSICAL DEMANDS WORKSHEET

STRENGTH		MOBILITY		SENSORY/PERCEPTUAL	
Lifting	Yes	Throwing	No	Hearing	
Maximum Weight	40lb	Sitting	Yes	Conversation	Yes
Pushing	Yes	Standing	Yes	Sounds	Yes
Maximum Weight	300lb	Walking	Yes	Vision	
Carrying	Yes	Climbing	Yes	Far	Yes
Gripping	Yes	Stooping	Yes	Near	Yes
Pulling	Yes	Bending	Yes	Color	Yes
		Crouching	Yes	Depth	Yes
Reaching		Kneeling	Yes	Perception	
Above shoulders	Yes	Crawling	Yes	Spatial	Yes
To Floor Level	Yes	Twisting	Yes	Form	Yes
		Balancing	Yes	Feeling	Yes

WORK ENVIRONMENT				ACCESSIBILITY	
Inside Work	Yes	Traveling	Yes	Doors	Yes
Outside Work	Yes	Working Alone	Yes	Aisles	Yes
Hot/Cold	Yes	Working in a Group	Yes	Tables	Yes
Fumes	Yes	Interacting w/Public	Yes	Telephones	Yes
Hazards				Staff Room	Yes
Machines	Yes	Operate		Public Restrooms	Yes
Electrical	Yes	Equipment	Yes	Drinking Fountain	Yes
Sharp Tools	Yes	Telephone	Yes	Parking	Yes
Slippery Floors	Yes	Computer	Yes		
Congestion	Yes				
Heat/Cold	Yes				
Dust/Vapor	Yes				

Understanding & Agreement: The job description reflects the general information considered necessary to describe the essential functions of the job, and shall not be construed as an exhaustive statement of duties, responsibilities, or requirements that may be inherent in the job. It is not intended to limit or modify the right of any supervisor to assign, direct, or control the work of employees under her/his supervision. The use of a particular expression describing duties shall not be held to exclude other duties not mentioned that are similar kind or level of difficulty.

Created: October 10, 2012

Revised: February 23, 2018

I understand and will effectively perform the duties & requirements specified in this job description.

Employee

Date