

The job description below is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to give the employee a general sense of the responsibilities and expectations of this position. Bucks County Free Library reserves the right to modify this job description at any time with or without notice.



**Bucks County Free Library
Job Description**

Job Title: Special Services Clerk

Job Classification: Special Services Clerk

Department Name: Collection Management or Inter-Library Loan

Reports To: Library/Dept. Manager or Assistant Library/Dept. Manager

Date Prepared: February 2017

Approved By: Chief Executive Officer

POSITION SUMMARY: Searches for items and enters data into databases pertaining to incoming or outgoing reserve items and new library material. Materials and requests received are processed using SIRSI and an external Inter-Library Loan database (OCLC). Physically retrieves or receives and processes materials for internal or external loan or library distribution, including updating internal and external library user and bibliographic database records. Maintains reserve and shipping shelves. Handles inbound and outbound packages, including unpacking and fully packing mailing bags, calculating postage and metering packages, and delivering materials to an outside shipper as needed. This is a non-exempt bargaining unit position.

MINIMUM EDUCATION AND EXPERIENCE:

- Requires a high school diploma or G.E.D.
- Six months related experience

SCOPE OF RESPONSIBILITY:

- **Staffing Responsibility** – Has no responsibility for the direction of others.
- **Supervision Received** – Work is assigned and performed under direct supervision. Position functions independently on routine work, but questionable cases and situations are referred to immediate supervisor.
- **Customer Satisfaction and Service** – Understands and communicates routine, work-related information and requires normal courtesy and tact in dealing with others.

- **Decision Making Impact** – Productivity or actions affect the work of others in the immediate work group or several customers.
- **Communication Type** – Interaction involves routine information exchange and simple service activities requiring common courtesy, e.g. answering questions, directing calls, giving direction in response to simple requests.
- **Communication Level** – For Technical Services Department assignment, level of contact is extremely infrequent with virtually no outside contact or contact beyond the immediate work unit/area. For Branch assignment, level of contact is primarily with library users, co-workers, and supervisors.
- **Complexity** – Work is routine and well defined with clearly stated and detailed rules or procedures. Judgment is exercised on routine matters and guidance is readily available.
- **Budget Responsibility** – Has no responsibility for a budget.

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Searches for items and enters data into databases pertaining to incoming or outgoing reserve items and new library material. Materials and requests received are processed using SIRSI and an external Inter-Library Loan database (OCLC).
- Physically retrieves or receives and processes materials for internal or external loan or library distribution, including updating internal and external library user and bibliographic database records.
- Maintains reserve and shipping shelves. Handles inbound and outbound packages, including unpacking and fully packing mailing bags, calculating postage and metering packages, and delivering materials to an outside shipper as needed. Materials are delivered via internal or external delivery and shipping, email, fax, or other means.
- Performs a variety of clerical and data entry tasks to prepare material for library use. Affixes barcodes, labels, and stickers to items. Verifies order and bibliographic information prior to data entry. Enters barcodes into bibliographic records. Performs copy cataloging as needed.
- Receives and processes shipments of incoming and new materials. Matches materials with order or request slips. Monitors orders and processes cancellations, notifying library users or libraries of problems.
- Checks out, checks in, and renews interloaned materials, including notifying library users about, calculating, and collecting appropriate fines and fees. Adheres to internal and external policies, regulations, and guidelines governing public library inter-library loans.
- Assists with resolution of interloan problems, such as library user concerns with lost or missing items. Searches for claims returned, missing, lost, overdue, or other items and follows up with library users or staff as appropriate. Makes phone calls about reserve items.
- Maintains the orderliness and safety of individual and shared staff work areas.
- Orders and maintains supplies.
- Answers informational and directional questions of library staff and users in person and by phone. Refers and routes library staff and users to other staff or resources as needed.
- Screens, sorts, and distributes incoming mail and correspondence, delivering non-routine correspondence to appropriate staff. Handles outgoing mail.
- Attends and participates in branch, committee, and system-wide meetings and training.
- Participates in countywide planning for library services.

- Assists in library opening and closing procedures.
- Monitors public areas and library user behavior, and takes steps necessary to ensure safety and an appropriate environment are maintained.
- Assures the confidentiality of library use and library user records.
- Meets the requirements of all Bucks County Free Library job and technology competencies.
- Assumes other duties and projects as assigned.

REPRESENTATIVE KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of standard practices for providing customer service in libraries, including needs assessment, meeting quality standards, and evaluating customer satisfaction.
- Knowledge of the philosophy and objectives of public library service and the principles and methods used in library system operations.
- Knowledge of the needs and interests of parents, caregivers, and other adults who use library resources and services.
- Knowledge of the principles and processes for showing, promoting, and selling products and services, including marketing strategy and tactics, product demonstration, and sales techniques.
- Knowledge of personal computer hardware and software and library information systems.
- Knowledge of administrative and clerical procedures and systems, such as word processing, spreadsheet, and database programs.
- Ability to consistently arrange things or actions in a certain order or pattern according to a specific rule or set of rules.
- Coordination skills. Ability to adjust actions as needed in relation to others' actions or changing conditions.
- Judgment and decision making skills. Ability to consider and anticipate the relative costs, benefits, and possible consequences of an action.
- Active listening skills, such as giving full attention to what others are saying, taking time to understand key points, asking questions, and listening without unnecessary interruption.
- Time management skills, including the ability to manage the time of others.
- Ability to apply critical thinking skills such as logic and inductive or deductive reasoning to analyze problems, identify alternative solutions, and implement plans in support of goals.
- Social skills. Awareness and understanding of others' reactions.
- Ability to speak clearly and identify and understand the speech of others.
- Ability to clearly communicate information and ideas in writing and speaking in English so that others with differing knowledge, skills, abilities, education, and experience will understand.
- Ability to read and listen to and understand complex information in English.
- Manual dexterity, including the ability to move the hand, the hand together with the arm, or two hands to grasp or manipulate objects.
- Ability to add, subtract, multiply, or divide quickly and correctly.
- Ability to see details at close range (within a few feet of the observer).
- Ability to shift back and forth between two or more activities or sources of information, such as viewing, touching, listening, and speaking.
- Ability to make fast, simple, repeated movements of the fingers, hands and wrists.

COMPETENCIES

Job Knowledge – General: Demonstrates and applies knowledge, skills, and abilities necessary to independently perform essential job functions, including policies, procedures, and strategic plan goals; actively engages in activities to improve performance, such as training and self-directed learning

Job Knowledge – Due Diligence: Maintains records and manages cash and property according to library policies; protects library assets

Job Knowledge – Technology: Demonstrates and applies skill in the use of equipment, tools, and technology necessary to independently complete assignments and assist others

Dependability: Meets attendance standards; initiates and accomplishes workload without being prompted; manages time effectively

Productivity and Initiative: Works independently with minimal supervision; makes decisions and takes action within the scope of responsibility; willingly accepts new responsibilities; prioritizes work and meets deadlines; processes and completes work accurately and efficiently; handles multiple priorities with ease

Work Relationships and Demeanor: Maintains cooperative and productive relationships; willingly assists with formal or informal coaching or training; acknowledges and accepts feedback, suggestions, or constructive criticism; displays a positive approach and enthusiasm about the library and job responsibilities; treats obstacles as solvable challenges; actively works to maintain and improve staff morale

Customer Service: Delivers friendly, courteous service; anticipates and meets customer needs and expectations without reference to internal operations or constraints; handles problems with patience and tact; resolves routine problems without referral to a supervisor

Communication: Communicates effectively in person, by phone, and electronically; expresses ideas clearly with correct grammar; uses active listening skills; matches communication method to the situation and the needs of the recipient

Change and Innovation: Adapts to new or changing priorities; makes recommendations for operational improvements; initiates creative ideas

PHYSICAL DEMANDS:

Amount of on-the-job time is spent on the following physical activities. Definitions below indicate the frequency of occurrence.

- None – The person does not perform this activity.*
- Occasionally – The person does the activity up to 33% of the time.*
- Frequently – The person does the activity 34% to 66% of the time.*
- Continuously – The person does the activity 67% to 100% of the time.*

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive Hand Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching/Working Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing or balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping, kneeling, crouching or crawling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does this job require that weight be lifted or force be exerted? Yes No
 If so, how much and how often? Check the appropriate boxes below.

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Up to 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 25 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 50 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 lbs. (force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 lbs. (force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>