



Job Description

JOB TITLE: Youth Services Clerk (Internship)
CLASSIFICATION: Clerk
DEPARTMENT: 21/22
IMMEDIATE SUPERVISOR: Manager, Youth Services

PAY LEVEL: 4
INTERN **PART-TIME** **FULL-TIME**
NON-EXEMPT **EXEMPT**

SUMMARY STATEMENT: Performs general patron assistance, including using computers and finding materials, assists senior staff with projects, and participates in departmental program planning.

INTERNSHIP DUTIES AND RESPONSIBILITIES:

- Assist patrons in finding materials in any format that fills their informational or entertainment needs.
- Assist patrons in using the library catalog, booklists and other library resources.
- Assist and train patrons in using all currently available equipment, including but not limited to computers, printers, fax machines, copiers, and the print release/reservation stations.
- Assist patrons with the basic use of available Internet resources, the library's subscription databases, and standard computer software programs.
- Enforce the library's policies concerning the use of the public computers.
- Assist with staffing the Youth Services information desks.
- Assist with Outreach opportunities.
- Attend staff meetings.
- Help with implementing programs. Compile library materials, supplies, and resources for programs.
- Design and prepare library displays.
- Help fill book requests from teachers.
- Answer telephone calls in a courteous and helpful manner.
- Track and report specified statistics.

ADDITIONAL RESPONSIBILITIES FOR YOUTH SERVICES CLERKS

- Place hold requests, check status of patron's library accounts and answer account related queries.
- Use available tutorials, manuals, and other materials to increase knowledge of software programs and Internet resources skills.
- Provide input into department policies and procedures manual.
- Maintain department equipment by following defined maintenance and housekeeping procedures. Troubleshoot and report basic equipment failures and problems. Report major issues to the appropriate staff person or vendor.
- Execute opening and closing procedures successfully.
- Attend staff meetings.
- Other duties as assigned.

INTERNSHIP QUALIFICATIONS:

- Customer service orientation.
- Ability to learn library automated circulation and catalog system.
- Ability to provide instruction to others.

- Good personal computer skills with desire and ability to learn new skills.
- Ability to relate to library patrons of all ages in a positive, patient, and effective manner.
- Ability to establish and maintain effective work relationships with co-workers.
- Ability to understand and follow oral and written instructions.
- Ability to communicate effectively.
- Ability to meet the physical requirements of the position.
- Ability to work a variety of hours, including evenings and weekends.
- Ability to operate all equipment necessary to perform job duties.
- Ability to learn library automated circulation and catalog system.

ADDITIONAL QUALIFICATIONS FOR NON-INTERNSHIP YOUTH SERVICES CLERKS:

- High school graduate or equivalent.

ACCOUNTABILITIES:

- Accountable for following library rules and policies.
- Accountable for courteous, tactful, and positive library service to patrons.
- Accountable for completing work in a timely manner.
- Accountable for keeping informed about all departmental matters pertaining to this position.
- Accountable for enforcement of library policies and procedures.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

Work is performed in a public library setting with minimal exposure to health or safety hazards. Substantial time is spent working on a computer. This work typically requires the following physical activities: sitting, walking, bending, stooping, and reaching above shoulder height, finger dexterity, repetitive motions, talking, hearing and visual acuity. May have to lift files, supplies, furniture or fixtures on occasion. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.