



Job Title:	Youth Services Clerk	Job Category:	Non-exempt
Department/Group	Youth Services		
Location:	Main Library	Travel Required:	Minimal
Level/Salary Range:	Starting at \$9.50 -	Position Type:	Part-time 20 hours a week/requires evening and weekend hours
HR Contact:	Laura Leonard	Date posted:	
Will Train Applicant(s):	Youth Services Manager	Posting Expires:	
External posting URL:	www.twinsburglibrary.org		
Internal posting URL:	http://staff.twinsburg.org		

Applications Accepted By:

Fax or E-mail:

(330) 425-3622 or resume@twinsburglibrary.org
Attention: Job Announcement

Mail:

Youth Services Manager
 Twinsburg Public Library
 10050 Ravenna Road
 Twinsburg, OH 44087

JOB DESCRIPTION

Role and Responsibilities: The Youth Services Clerk is responsible for providing excellent and efficient customer service including check-out and check-in of materials, answering phones and registering patrons for activities and events.

Essential Responsibilities and Duties:

- Welcome customers; provide directions to youth services programs, activities and areas.
- Demonstrate excellent customer service, deal with patron problems. Both public and team members are treated courteously and with a cooperative attitude. Check library materials out accurately and promptly to patrons and discharge materials using library database (Sirsi Dynix).
- Renew items in person, or over phone.
- Update patron records.
- Demonstrate use of self-service check-out machines.
- Perform clerical tasks as needed.
- Search for titles on "Send Items" list and route these items out to fill requests.
- Retrieve items put on hold in morning to be sent out for delivery.
- Maintain patron confidentiality and intellectual freedom.
- Answer telephone, answer youth services related questions and direct other calls to appropriate person or department.
- Escort patrons to areas of library, if workflow allows.
- Register patrons for activities;
- Answer direct reference questions, deferring indepth questions to Youth Services Associates or Librarians.

- Assist co-workers on projects as needed.

Other duties:

Performs other similar and related duties as directed by the Youth Services Manager and Assistant Managers or Director not requiring materially different qualifications for those herein described.

MINIMUM REQUIREMENTS

- High school degree or equivalency
- Ability to interact with the public in a friendly, understanding and confident manner.
- Up to date library account.
- Experience working with children preferred.

CONDITIONS OF WORK

While performing the duties of this job, the employee is occasionally required to sit, use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee is frequently required to lift or push up to 50 pounds. The vision requirements include: close vision, peripheral vision, depth perception and ability to adjust focus.

Fast paced environment that may require handling difficult customer service situations.

Employee may be scheduled to work evening and weekend hours, including Sundays; schedules may be altered depending on the needs of the library.

KNOWLEDGE SKILLS AND ABILITIES

- Knowledge of library materials, specifically for juveniles.
- Experience working with computers, including Microsoft Word, Publisher, PowerPoint, and Excel. Assist in helping customers print and troubleshoot issues.
- Ability to keep records accurately
- Ability to follow oral and written instructions.
- Basic math and alphabetization skills.

Approved By:	LL/MP	Date:	01/11/2019
Last Updated By:	LL/MP	Date/Time:	01/11/2019

I understand that this job description does not constitute a contract.

I have read and understand this job description.

Employee signature and date