

Poplar Bluff Municipal Library District

January 2024

Library Clerk II

Supervisor: Customer Experience Manager

Supervises: Library Clerk I

General Description: The Library Clerk II serves in a role responsible for making a positive impact on patron relations. This position, with direction from the Assistant Director, is responsible for managing work flow in the circulation department, assisting in implementation of new services, promoting library materials and services, and ensuring high-quality customer service standards.

Education and Experience: High School Graduate or G.E.D. equivalent certificate

Pay Grade: 3-5

Duties and Responsibilities:

- Prioritizes and delivers superior customer service at the circulation desks and elsewhere in the library above other tasks.
- Assists patrons with library services, books, reading, technology, and other library and informational needs in an engaging and friendly manner
- Responds daily to the research, information, and access inquiries at the library desk and via email, chat, phone, or other means as appropriate.
- Assists patrons in navigating numerous technology devices to make use of the library's digital resources and collections
- Resolves user problems and maintains confidentiality of user data
- Fairly and tactfully enforces library policies with patrons while balancing the importance of patron satisfaction.
- Directs the work of pages and clerks to ensure desk and circulation operations are organized, efficient, and in alignment with library procedures and goals.
- Works as a team member to promote the library's vision and services.
- Perform all duties of a page, shelver, and clerk as needed
- Supervises and trains staff as assigned.
- Follows circulation, children's and technical processing policies and procedures as directed

- Completes all statistical/counting records as required
- Maintains appearance of department and areas of responsibility
- Assists with programs and events as needed
- Serves as certified passport agent.
- Works regularly scheduled weekend, evening and day hours.