

## Clerk II

### Boone County Library

This is responsible clerical work in a library involving support services and services to patrons.

#### SUPERVISION RECEIVED:

Works under the direct supervision of Library Manager or Children's Department Manager.

Other supervisors include: Director, Assistant Director and Clerk I.

#### DUTIES:

Performance of routine administrative procedures:

- Supervises Clerk III positions.
- Provide instruction to Clerk III positions, as needed.

Circulation desk functions; these functions include but are not limited to:

- Performs all circulation desk duties using computerized system
  - Check materials in/out/renew materials.
  - Reserve materials.
  - Collects fines and tallies daily.
  - Issues new patron cards/updates cards.
- Performs all opening/closing procedures in work area/public areas:
  - Turn on/off all computers/copiers/printers.
  - Empty book drops.
  - Turn on/off lights, heating controls.
  - Close cash register for shift, day and week as needed.
- Basic typing/computer skills.
- Inspects library materials and makes simple repairs.
- Assists patrons in locating materials through the OPAC or ILL.
- Assists patrons in locating materials. Assists patrons with computer needs as directed.
- Performs routine library computer functions.
- Operates a variety of standard office and library machines.
- Obtains mail; sends mail; delivers/picks up interdepartmental mail
- Process magazines for circulation.
- Shares ILL duties with other employees, as directed. ILL duties include: order ILLs, receive ILLs, prepare ILLs, and return ILLs.
- Maintain and assist clients in the operation of photocopiers.
- Set up of library facilities for use of staff, patrons, and/or programs.
- Handles complaints and answers a variety of questions at the circulation desk.

- Answers telephones and provides routine information or refers and transfers calls.
- Assures accurate library shelving of books, magazines, periodicals and other library materials by shelf reading and reshelving, as necessary.
- Carries out procedures for notification of patrons for overdue books and other materials and assures their return or replacement.
- Carries out procedures for the reserve of books and their timely return.
- Patron registration and maintains records of library patrons.
- Carries out interlibrary loan procedures for incoming and outgoing library materials, as directed.
- Follow library circulation and building policies and procedures.
- Enforce library building policies and procedures.
- Create courteous pleasant first impression of library.
- Establish good patron rapport.
- Prioritizes tasks within work assignment.
- Flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously.
- Assist patrons with E-reader devices and maintains a working knowledge of such devices.
- Monitors reading rooms and areas to assure adequate reading environment.
- Monitors building to ensure safety of staff and patrons.
- Attends meetings and participates in professional library organizations.
- Performs related work as required.
- Ability to work effectively with other library staff.
- Responsible for the cleanliness and appearance of work area.
- Maintain social media sites through posting updated images and events.
- Assists with library programs and displays; registration, room setup, signs, crafts, book lists, etc.
- Prepares materials to promote use of library. Performs special duties as assigned, including programming, basic reference, ordering of materials, serials maintenance, etc.
- Develops and conducts programs for children, young adults and other patrons. These services will be focused on lifelong learning, intellectual stimulation, cultural enrichment and recreational reading.
- Assist with events hosted by community businesses and organizations; on premises as well as off.
- Communicates and works with Friends of the Library organization, Parks, Recreation as well as other organizations and local entities.

Primary work areas are: Downstairs Circulation & Children/YA Department. May be required to perform duties in other areas as assigned.

Evening and weekend hours, as needed

#### QUALIFICATIONS:

- High school diploma or GED.
- Requires that the employee have considerable knowledge, skill and ability in library clerical functions.
- Ability to follow written and oral instructions.
- Ability to learn Dewey Decimal system, automated circulation system, and library circulation policies and procedures.
- Ability to apply principles of library technical system to solve practical problems and to respond to routine information requests.
- Ability to add, subtract, multiply and divide all units of measure.
- Ability to acquire a working knowledge of regulations and procedures pertaining to library responsibilities.
- Ability to operate data and word processing equipment.
- Ability to maintain accurate files and records.
- Ability to deal cooperatively with others.
- Good ability to establish and maintain effective working relationships with superiors, associates and the general public.

#### PHYSICAL DEMANDS OF POSITION:

- Sitting, standing, walking, climbing and stooping
- Bending, twisting and reaching
- Talking and hearing; use of telephone
- Lifting and carrying: 50 pounds or less
- Handling; processing, picking up of shelving and books
- Typing, writing, filing, sorting, shelving and processing
- Pushing and pulling: objects weighing up to 100 pounds

#### Disclaimers:

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the

scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas.

## Clerk I

### Boone County Library

This is responsible clerical work in a library involving support services and services to patrons; including oversight of Clerk II staff.

#### SUPERVISION RECEIVED:

Works under the direct supervision of Library Manager or Children's Department Manager. Other supervisors include: Director and Assistant Director.

#### DUTIES:

Performance of routine administrative procedures:

- Supervises Clerk II and III positions.
- Provide instruction to Clerk II and III positions, as needed.
- Supervises all building activities Tuesday & Thursday from 5:00 – 7:00 P.M. and Saturdays.

Circulation desk functions; these functions include but are not limited to:

- Performs all circulation desk duties using computerized system:
  - Check materials in/out/renew materials.
  - Reserve materials.
  - Collects fines and tallies daily.
  - Issues new patron cards/updates cards.
- Performs all opening/closing procedures in work area/public areas:
  - Turn on/off all computers/copiers/printers.
  - Empty book drops.
  - Turn on/off lights, heating controls.
  - Close cash register for shift, day and week as needed.

- Basic typing/computer skills.
- Inspects library materials and makes simple repairs.
- Assists patrons in locating materials through the OPAC or ILL.
- Assists patrons in locating materials. Assists patrons with computer needs as directed.
- Performs routine library computer functions.
- Operates a variety of standard office and library machines.
- Obtains mail; sends mail; delivers/picks up interdepartmental mail.
- Process magazines for circulation.
- Shares ILL duties with other employees, as directed. ILL duties include: order ILLs, receive ILLs, prepare ILLs, and return ILLs.
- Maintain and assist clients in the operation of photocopiers.
- Set up of library facilities for use of staff, patrons, and/or programs.
- Handles complaints and answers a variety of questions at the circulation desk.
- Answers telephones and provides routine information or refers and transfers calls.
- Assures accurate library shelving of books, magazines, periodicals and other library materials by shelf reading and reshelving, as necessary.
- Carries out procedures for notification of patrons for overdue books and other materials and assures their return or replacement.
- Carries out procedures for the reserve of books and their timely return.
- Patron registration and maintains records of library patrons.
- Carries out interlibrary loan procedures for incoming and outgoing library materials, as directed.
- Follow library circulation and building policies and procedures.
- Enforce library building policies and procedures.
- Create courteous pleasant first impression of library.
- Establish good patron rapport.
- Prioritizes tasks within work assignment.
- Flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously.
- Assist patrons with E-reader devices and maintains a working knowledge of such devices.
- Monitors reading rooms and areas to assure adequate reading environment.
- Monitors building to ensure safety of staff and patrons.
- Attends meetings and participates in professional library organizations.
- Performs related work as required.
- Ability to work effectively with other library staff.

- Responsible for the cleanliness and appearance of work area.
- Maintain social media sites through posting updated images and events.
- Assists with library programs and displays; registration, room setup, signs, crafts, book lists, etc.
- Prepares materials to promote use of library. Performs special duties as assigned, including programming, basic reference, ordering of materials, serials maintenance, etc.
- Develops and conducts programs for children, young adults and other patrons. These services will be focused on lifelong learning, intellectual stimulation, cultural enrichment and recreational reading.
- Assist with events hosted by community businesses and organizations; on premises as well as off.
- Communicates and works with Friends of the Library organization, Parks, Recreation as well as other organizations and local entities.

Primary work areas are: Downstairs Circulation & Children/YA Department. May be required to perform duties in other areas as assigned.

Evening and weekend hours, as needed

#### QUALIFICATIONS:

- High school diploma or GED.
- Requires that the employee have considerable knowledge, skill and ability in library clerical functions.
- Ability to follow written and oral instructions.
- Ability to learn Dewey Decimal system, automated circulation system, and library circulation policies and procedures.
- Ability to apply principles of library technical system to solve practical problems and to respond to routine information requests.
- Ability to add, subtract, multiply and divide all units of measure.
- Ability to acquire a working knowledge of regulations and procedures pertaining to library responsibilities.
- Ability to operate data and word processing equipment.
- Ability to maintain accurate files and records.
- Ability to deal cooperatively with others.
- Good ability to establish and maintain effective working relationships with superiors, associates and the general public.

## PHYSICAL DEMANDS OF POSITION:

- Sitting, standing, walking, climbing and stooping
- Bending, twisting and reaching
- Talking and hearing; use of telephone
- Lifting and carrying: 50 pounds or less
- Handling; processing, picking up of shelving and books
- Typing, writing, filing, sorting, shelving and processing
- Pushing and pulling: objects weighing up to 100 pounds

### **Disclaimers:**

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas.

## Clerk III

### Boone County Library

This is responsible clerical work in a library involving support services and services to patrons.

### SUPERVISION RECEIVED:

Works under the direct supervision of Library Manager or Children's Department Manager. Other supervisors include: Director, Assistant Director, Clerk I and Clerk II.

### DUTIES:

Circulation desk functions; these functions include but are not limited to:

- Performs all circulation desk duties using computerized system
  - Check materials in/out/renew materials.
  - Reserve materials.

- Collects fines and tallies daily.
  - Issues new patron cards/updates cards.
- Performs all opening/closing procedures in work area/public areas:
  - Turn on/off all computers/copiers/printers.
  - Empty book drops.
  - Turn on/off lights, heating controls.
  - Close cash register for shift, day and week as needed.
- Basic typing/computer skills.
- Inspects library materials and makes simple repairs.
- Assists patrons in locating materials through the OPAC or ILL.
- Assists patrons in locating materials. Assists patrons with computer needs as directed.
- Performs routine library computer functions.
- Operates a variety of standard office and library machines.
- Obtains mail; sends mail; delivers/picks up interdepartmental mail
- Process magazines for circulation.
- Shares ILL duties with other employees, as directed. ILL duties include: order ILLs, receive ILLs, prepare ILLs, and return ILLs.
- Maintain and assist clients in the operation of photocopiers.
- Set up of library facilities for use of staff, patrons, and/or programs.
- Handles complaints and answers a variety of questions at the circulation desk.
- Answers telephones and provides routine information or refers and transfers calls.
- Assures accurate library shelving of books, magazines, periodicals and other library materials by shelf reading and reshelving, as necessary.
- Carries out procedures for notification of patrons for overdue books and other materials and assures their return or replacement.
- Carries out procedures for the reserve of books and their timely return.
- Patron registration and maintains records of library patrons.
- Carries out interlibrary loan procedures for incoming and outgoing library materials, as directed.
- Follow library circulation and building policies and procedures.
- Enforce library building policies and procedures.
- Create courteous pleasant first impression of library.
- Establish good patron rapport.
- Prioritizes tasks within work assignment.
- Flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously.

- Assist patrons with E-reader devices and maintains a working knowledge of such devices.
- Monitors reading rooms and areas to assure adequate reading environment.
- Monitors building to ensure safety of staff and patrons.
- Attends meetings and participates in professional library organizations.
- Performs related work as required.
- Ability to work effectively with other library staff.
- Responsible for the cleanliness and appearance of work area.
- Maintain social media sites through posting updated images and events.
- Assists with library programs and displays; registration, room setup, signs, crafts, book lists, etc.
- Prepares materials to promote use of library. Performs special duties as assigned, including programming, basic reference, ordering of materials, serials maintenance, etc.
- Develops and conducts programs for children, young adults and other patrons. These services will be focused on lifelong learning, intellectual stimulation, cultural enrichment and recreational reading.
- Assist with events hosted by community businesses and organizations; on premises as well as off.
- Communicates and works with Friends of the Library organization, Parks, Recreation as well as other organizations and local entities.

Primary work areas are: Downstairs Circulation & Children/YA Department. May be required to perform duties in other areas as assigned.

Evening and weekend hours, as needed

#### QUALIFICATIONS:

- High school diploma or GED.
- Requires that the employee have considerable knowledge, skill and ability in library clerical functions.
- Ability to follow written and oral instructions.
- Ability to learn Dewey Decimal system, automated circulation system, and library circulation policies and procedures.
- Ability to apply principles of library technical system to solve practical problems and to respond to routine information requests.
- Ability to add, subtract, multiply and divide all units of measure.
- Ability to acquire a working knowledge of regulations and procedures pertaining to library responsibilities.

- Ability to operate data and word processing equipment.
- Ability to maintain accurate files and records.
- Ability to deal cooperatively with others.
- Good ability to establish and maintain effective working relationships with superiors, associates and the general public.

#### PHYSICAL DEMANDS OF POSITION:

- Sitting, standing, walking, climbing and stooping
- Bending, twisting and reaching
- Talking and hearing; use of telephone
- Lifting and carrying: 50 pounds or less
- Handling; processing, picking up of shelving and books
- Typing, writing, filing, sorting, shelving and processing
- Pushing and pulling: objects weighing up to 100 pounds

#### **Disclaimers:**

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## Children's Department Manager

### Boone County Library

This professional position is responsible for administering and operating the Children's and YA sections of the library.

#### SUPERVISION RECEIVED:

Works under the direct supervision of Director. Other supervisors include: Assistant Director and Library Manager.

#### DUTIES:

- Initiate, develop, coordinate and implement programs which will be focused on lifelong learning, intellectual stimulation, cultural enrichment and recreational reading.
- Manages and supervises the assigned staff by scheduling assignments, training and directing staff in the implementation of policies, procedures, standards and services.
- Evaluates performance and applies positive and negative discipline as appropriate to achieve desired results.
- Regularly reads book reviews, publisher's catalogues and researches other information sources to identify materials to meet customer needs, enrich library collections and correct deficiencies.
- Develop and maintain a strong knowledge of the library collection and materials.
- Manage, provide, organize and maintain for the care of materials and equipment under his/her stewardship. May do this by providing inventories, maintenance, repair of items and areas.
- Assess department to recommend acquisition and removal of equipment, materials and supplies.
- Coordinates with staff and other entities to plan programs and activities.
- Attends meetings and training in order to increase professional knowledge and skills.
- Prepares and provides statistical and other reports regarding department operations and use.
- Handles complaints and answers a variety of questions.
- Follow library and building policies and procedures. Ensures assigned staff and patrons follow library and building policies and procedures.
- Communicate with customers, co-workers and other agencies.

- Inspects library materials and makes simple repairs.
- Assists patrons in locating materials. Assists patrons with computer needs.
- Operates a variety of standard office and library machines.
- Obtains mail; sends mail; delivers/picks up interdepartmental mail.
- Maintain and assist clients in the operation of photocopiers.
- Set up of library facilities for use of patrons and/or programs.
- Answers telephones and provides routine information or refers and transfers calls.
- Maintain collections in assigned departments.
- Maintain collections in Children's and YA Departments. Assures accurate library shelving of books, magazines, periodicals and other library materials by shelf reading and reshelving, as necessary.
- Establish good patron rapport.
- Maintain accurate budget of funds allocated to department and program. Follow established accounting procedures such as remitting invoices and receipts in a timely manner, accurate record keeping, etc.
- Prioritizes tasks within work assignment.
- Flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously.
- Assist patrons with E-reader devices and maintain a working knowledge of such devices.
- Oversees all opening/closing procedures in work area.
- Draft operating policies and procedures for approval.
- Monitors building to ensure safety of staff and patrons.
- Ensure department has adequate staffing available to patrons at all times.
- Maintain social media sites through posting updated images and events.
- Primary work areas are: Children/YA Department. May be required to perform duties in other areas as assigned.
  
- Evening and weekend hours, as needed

#### QUALIFICATIONS:

- High school diploma or GED
- Requires that the employee have considerable knowledge, skill and ability in library clerical functions.
- Ability to follow written and oral instructions
- Ability to learn Dewey Decimal system, automated circulation system, and library circulation policies and procedures.

- Ability to add, subtract, multiply and divide all units of measure.
- Ability to acquire a working knowledge of regulations and procedures pertaining to library responsibilities.
- Ability to operate data and word processing equipment.
- Ability to maintain accurate files and records.
- Ability to deal cooperatively with others.
- Good ability to establish and maintain effective working relationships with superiors, associates and the general public.

#### PHYSICAL DEMANDS OF POSITION:

- Sitting, standing, walking, climbing and stooping
- Bending, twisting and reaching
- Talking and hearing; use of telephone
- Lifting and carrying: 50 pounds or less
- Handling; processing, picking up of shelving and books
- Typing, writing, filing, sorting, shelving and processing
- Pushing and pulling: objects weighing up to 100 pounds.

#### **Disclaimers:**

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## Community Outreach

### Boone County Library

This position is responsible for 'reaching out' to the Community to actively educate them as to the services a library may offer. This position is responsible for the planning, coordinating and implementing all Library and non-Library sponsored events. The position is also responsible for media announcements.

#### SUPERVISION RECEIVED:

Works under the direct supervision of the Director. Other supervisors include: Assistant Director and Library Manager.

#### DUTIES:

##### Public Programming:

- Plans, develops, coordinates and implements all Library and non-Library sponsored events.
- Works closely with staff and library support groups such as the Boone County Foundation and the Friends of the Boone County Library, volunteer committees, outside vendors and other organizations as needed.
- Answers and responds (orally and written) to inquiries related to public programming and special events.
- Oversees internal communications for execution of events such as purchase orders, income reports, activity reports and other communications as needed.
- Prepares internal and external library calendar(s).
- Responsible for coordinating events/programs with other entities as needed.
- Oversees all aspects of the event and program planning process for internal events; including but not limited to author presentations, receptions, book clubs, etc. Also oversees events hosted by community business/organizations.
- Required to work closely with the Director, Assistant Director, Children's Department Head, Library Manager and other staff as needed.
- May attend programs and events as required by scope and nature of event.
- Oversee Extension Services in the planning, development and implementation of services to seniors.
- Oversee planning and implementation of activities that promote reading.
- Evaluate success of programs in fulfilling the needs of the target audience, as well as promoting Boone County Library usage, awareness and image.
- Oversee and coordinate Summer Reading Program for adults.
- Report on adult services/programming activities to Director and staff in writing and/or at meetings as required.
- Present programs, tours, etc. as needed.
- Set up of library facilities for use of programs and events.

## Public Relations

- Creates library marketing materials. Marketing tools can include posters, flyers, branded giveaways, and displays
- Updates and maintains the library's electronic presence; including the website, social media sites and other electronic needs as needed.
- Develop and produce messages that communicate the value of library products and services to constituents; evaluate message effectiveness.
- Actively seek opportunities to promote the Library to its publics, implement and evaluate outcomes.
- Represent the Library publicly at meetings, TV and radio appearances and other activities as required/directed.

## Internal Communication

- Maintain a reporting, problem solving, concept approval and working relationship with the Director, the management team and other personnel as assigned.
- Provide written and verbal reports on both routine and special projects, including monthly and annual reports.
- Provide performance feedback to direct report staff as needed; document and forward documentation. In the event of substantial performance problems, review with Personnel Coordinator and Director.

## QUALIFICATIONS:

- High school diploma. Associate Degree preferred.
- Two years of education or training is preferred.
- Requires excellent oral and written skills.
- Requires excellent communication skills.
- Requires excellent organization skills and attention to detail.
- Requires flexible schedule
- Must have knowledge of Microsoft publisher, website development and social media such as Facebook, Twitter and Pinterest.
- Ability to acquire a working knowledge of regulations and procedures pertaining to library responsibilities.
- Ability to operate data and word processing equipment.
- Ability to maintain accurate files and records.
- Ability to deal cooperatively with others.
- Good ability to establish and maintain effective working relationships with superiors, associates and the general public.

#### PHYSICAL DEMANDS OF POSITION:

- Sitting, standing, walking, climbing and stooping
- Bending, twisting and reaching
- Talking and hearing; use of telephone
- Lifting and carrying: 50 pounds or less
- Handling; processing, picking up of shelving, tables, books and other equipment as needed
- Typing, writing, filing, sorting, shelving and processing
- Pushing and pulling: objects weighing up to 100 pounds.
- Evening and weekend hours, as needed

#### **Disclaimers:**

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# Computer Network Technician

## Boone County Library

This position is responsible for identifying, troubleshooting resolving computer and other equipment. This is a full time position with duties split between Computer/Technology and Clerk I.

### SUPERVISION RECEIVED:

Works under the direct supervision of Director, Assistant Manager and Library Manager, as needed.

### DUTIES:

#### Computer/Technology Duties

- Equipment responsible for includes but not limited to:
  - Workstation Support – Currently 45 workstations (Windows 7 or higher)
  - Server - 2 Physical Servers (Server 2012) & 6 Virtual Servers
  - Network – Layer 2 Switches, Active Directory (User Integration), Wi-Fi
  - Operating System and Third Party Software (with third party software technicians) – Including but not limited to The Library Corporation, Cassie, Paper Cut, Antivirus, Malware, Quicken, Microsoft Office, Overdrive, etc.
  - Printer & Copier Systems
  - Wireless Network
  - Copiers & Printers
  - Routers, Switches and Power Supplies
  - IP Telephone (13 phone handsets) - Asterisk based system with analog gateway to phone lines and handsets
  - IP Security Cameras & Systems – Support will be given to staff on setup and maintenance of these systems
  - Running Cable through building crawl spaces

Duties include assemble/setup/install of all new hardware systems and software, repairs needed to all systems (physically and virtually) and maintenance (including updates and patches).

The Computer Network Technician will keep a log of all work performed on Boone County Library systems. Excellent Communication skills are a must.

The Computer Network Technician is expected to be available after hours and Saturdays for emergency issues.

#### Clerk I Duties

Performance of routine administrative procedures:

- Supervises Clerk II positions.
- Provide instruction to Clerk II positions.
- Supervises all building activities Tuesday & Thursday from 5:00 – 7:00 P.M. and Saturdays.

Circulation desk functions; these functions include but are not limited to:

- Performs all circulation desk duties using computerized system:

- Check materials in/out/renew materials.
  - Reserve materials.
  - Collects fines and tallies daily.
  - Issues new patron cards/updates cards.
- Performs all opening/closing procedures in work area/public areas:
  - Turn on/off all computers/copiers/printers.
  - Empty book drops.
  - Turn on/off lights, heating controls.
  - Close cash register for shift, day and week as needed.
- Basic typing/computer skills.
- Inspects library materials and makes simple repairs.
- Assists patrons in locating materials through the OPAC or ILL.
- Assists patrons in locating materials. Assists patrons with computer needs as directed.
- Performs routine library computer functions.
- Operates a variety of standard office and library machines.
- Obtains mail; sends mail; delivers/picks up interdepartmental mail.
- Process magazines for circulation.
- Shares ILL duties with other employees, as directed. ILL duties include: order ILLs, receive ILLs, prepare ILLs, and return ILLs.
- Maintain and assist clients in the operation of photocopiers.
- Set up of library facilities for use of staff, patrons, and/or programs.
- Handles complaints and answers a variety of questions at the circulation desk.
- Answers telephones and provides routine information or refers and transfers calls.
- Assures accurate library shelving of books, magazines, periodicals and other library materials by shelf reading and reshelving, as necessary.
- Carries out procedures for notification of patrons for overdue books and other materials and assures their return or replacement.
- Carries out procedures for the reserve of books and their timely return.
- Patron registration and maintains records of library patrons.
- Carries out interlibrary loan procedures for incoming and outgoing library materials, as directed.
- Follow library circulation and building policies and procedures.
- Enforce library building policies and procedures.
- Create courteous pleasant first impression of library.
- Establish good patron rapport.
- Prioritizes tasks within work assignment.
- Flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously.

- Assist patrons with E-reader devices and maintains a working knowledge of such devices.
- Monitors reading rooms and areas to assure adequate reading environment.
- Monitors building to ensure safety of staff and patrons.
- Attends meetings and participates in professional library organizations.
- Performs related work as required.
- Ability to work effectively with other library staff.
- Responsible for the cleanliness and appearance of work area.
- Maintain social media sites through posting updated images and events.
- Assists with library programs and displays; registration, room setup, signs, crafts, book lists, etc.
- Prepares materials to promote use of library. Performs special duties as assigned, including programming, basic reference, ordering of materials, serials maintenance, etc.
- Develops and conducts programs for children, young adults and other patrons. These services will be focused on lifelong learning, intellectual stimulation, cultural enrichment and recreational reading.
- Assist with events hosted by community businesses and organizations; on premises as well as off.
- Communicates and works with Friends of the Library organization, Parks, Recreation as well as other organizations and local entities.

Primary work areas are: Downstairs Circulation & Children/YA Department. May be required to perform duties in other areas as assigned.

Evening and weekend hours, as needed

#### QUALIFICATIONS:

- High school diploma or GED.
- Computer technicians possess skilled knowledge, hands-on experience and different tools to repair and maintain computer hardware, software and network/Internet issues.
- Ability to install, maintains, repair, and inspect network cabling and other hardware.
- Ability to install, configure, operate, repair, maintain, troubleshoot, and diagnose PCs, servers, network hardware, network software, and other peripheral equipment.
- Ability to quickly respond with solutions to malfunctions, while making sure that the designated computers and network equipment stay functional.
- Knowledge in troubleshooting, repairing, and problem-solving techniques.
- Knowledge in network control programs, network management, and network architecture.
- Requires that the employee have considerable knowledge, skill and ability in library clerical functions.

- Ability to follow written and oral instructions.
- Ability to learn Dewey Decimal system, automated circulation system, and library circulation policies and procedures.
- Ability to apply principles of library technical system to solve practical problems and to respond to routine information requests.
- Ability to add, subtract, multiply and divide all units of measure.
- Ability to acquire a working knowledge of regulations and procedures pertaining to library responsibilities.
- Ability to operate data and word processing equipment.
- Ability to maintain accurate files and records.
- Ability to deal cooperatively with others.
- Good ability to establish and maintain effective working relationships with superiors, associates and the general public.

#### PHYSICAL DEMANDS OF POSITION:

- Sitting, standing, walking, climbing and stooping
- Bending, twisting and reaching
- Talking and hearing; use of telephone
- Lifting and carrying: 50 pounds or more
- Moving computer/technology equipment and furniture
- Climbing through tight areas
- Handling; processing, picking up of shelving, books and computer/technology equipment
- Typing, writing, filing, sorting, shelving and processing
- Pushing and pulling: objects weighing up to 100 pounds

#### **Disclaimers:**

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas.

## **Key Holder**

A key holder is an employee responsible for opening and closing their place of business. They may work in a retail, restaurant or corporate setting. Often, key holders are lower-level managers or supervisors. Key holders should be punctual, trustworthy and detail-oriented.

## **What does a key holder do?**

Key holders must guarantee the safe-keeping of keys. They perform a range of opening and closing duties that may include:

- Unlocking the business for customers
- Inspecting the property and business for any safety or security issues
- Securing money and other valuables in safes
- Supervising work & delegate tasks as needed
- Ensuring the business is clean and organized
- Securing building at closing

Key holders perform supervisor duties when higher management is unavailable.

# Library Manager

## Boone County Library

The Library Manager oversees the day to day operations of the library. The position is responsible for supervision and evaluation of all library employees. This position is also responsible for the maintenance of the library facility.

### SUPERVISION RECEIVED:

Works under the direct supervision of Director. Other supervisors include: Assistant Director.

### DUTIES:

- Oversees the day-to day operations of the Library
- Works with ALL employees to schedule requested time off. The Library Manager meets with Director and Assistant Director. Together they approve requested time off. Using this information the Library Manager assures proper building staffing levels.
- Signs time sheets of Clerk I, Clerk II and Clerk II positions they were directly supervising during the time period. If the Director or Assistant Director are not available, the Library Manager signs time sheets to ensure timely submission to the County payroll department.
- Administers policies, makes policy recommendations to the Director, provides staff support and information
- Supervises library personnel; trains employees; assigns and monitors work; monitors completion of tasks; evaluates personnel; disciplines employees as necessary
- Evaluates library services and makes recommendations for improvements
- Monitors patron activities in the library, handling problems as they occur
- Participates in library-wide planning and decision making as a member of the library management team
- Prepares written reports and plans as needed
- Maintain a full and working knowledge of library automated system, system software, and library policies
- Oversee collection of fines, replacement of lost library materials, and donations of new library materials
- Motivate, direct, and supervise professionals and clerical library personnel as well as volunteers in a manner conducive to full performance and high morale
- Be a working manager; on the floor when needed
- Conduct simple troubleshooting on library public computers
- Keep updated statistics and usage records

- Assist with Library programs and events as needed
- If housekeeping is unavailable, Library Manager ensures Clerk I, Clerk II or Clerk III are assigned to any needs as they occur.
- Supervise weeding of outdated materials and inventory
- Work effectively with colleagues and students by practicing punctuality, respect for deadlines, collaborative problem solving, and honest communication
- Oversee holdings maintenance of Online Computer Library Center (OCLC) system (ILLs)
- Aid in charging, discharging, or renewing of library materials; shelve all books and other materials; monitor shelving done by staff
- Be knowledgeable of library services and able to answer and record reference questions
- Meet all required standards of confidentiality and safety
- Maintain work areas in a clean and orderly manner
- Administers maintenance of library facilities and equipment as needed
- Communicates and works with Friends of the Library organization, Parks, Recreation and Libraries advisory committee, and other local entities
- Evening and weekend hours, as needed

#### QUALIFICATIONS:

- High school diploma or GED
- Previous library management experience preferred
- Minimum of two (2) years supervisory experience
- Requires that the employee have considerable knowledge, skill and ability in library clerical functions.
- Ability to follow written and oral instructions
- Knowledge of the Dewey Decimal system
- Ability to plan, organize and administer
- Ability to apply principles of library technical system to solve practical problems and to respond to routine information requests.
- Ability to add, subtract, multiply and divide all units of measure.
- Ability to acquire a working knowledge of regulations and procedures pertaining to library responsibilities.
- Ability to operate data and word processing equipment.

- Ability to maintain accurate files and records.
- Ability to deal cooperatively with others.
- Good ability to establish and maintain effective working relationships with superiors, associates and the general public.

**PHYSICAL DEMANDS OF POSITION:**

- Sitting, standing, walking, climbing and stooping
- Bending, twisting and reaching
- Talking and hearing; use of telephone
- Lifting and carrying: 50 pounds or less
- Handling; processing, picking up of shelving and books
- Typing, writing, filing, sorting, shelving and processing
- Pushing and pulling: objects weighing up to 100 pounds.

**Disclaimers:**

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas.

## Maintenance/Housekeeping

### Boone County Library

Position provides a comprehensive program of maintenance services, including cleaning, remodeling, construction and repair of equipment.

#### SUPERVISION RECEIVED:

Works under the direct supervision of the Director. Other supervisors include: Assistant Director and Library Manager.

#### DUTIES:

- Basic housekeeping functions, including but not limited to sweeping, mopping and buffing floors; vacuuming carpets; polishing wood railings and tables; washing windows; cleaning and supplying restrooms; and removing trash.
- Inspect buildings, systems, and equipment regularly to identify potential issues
- Perform building repairs such as repairing broken locks, filling gaps on walls, installing cabinets, any repairs to building needed
- Must be able to work with concrete and mortar
- Check control panels and electrical wiring to identify issues
- Install appliances and equipment
- Move furniture, appliances and shelving
- Conduct maintenance tasks such as replacing light bulbs, filters for central heating/air, etc
- Inspect and troubleshoot equipment and systems (e.g. ventilation)
- Check functionality of safety systems (e.g. fire alarm)
- Collaborate with workers and other professionals during renovations
- Train and fill in when needed at children's and front desks
- Basic knowledge of HVAC, plumbing and electrical systems
- Maintains and organizes storage/supply areas.
- Tracks and keeps inventories of custodial supplies.
- Submits ordering requests to Assistant Director in a timely manner.
- Provides assistance to staff in moving furniture.

- Provides preventative maintenance, cleaning and light repairs of equipment such as vacuum cleaners and carpet cleaners.
- Cleans equipment after use such as vacuum cleaners and carpet cleaners.
- Returns supplies, equipment and tools to their designated places after each use.
- Empty mop buckets and cleans them after each use.
- Assists with light bulb replacement
- Picks up trash from outdoor spaces
- Pull weeds or apply chemicals for weed removal. Landscaping
- Maintains outdoor areas cleanliness
- Maintains outdoor areas paint and upkeep
- Launders cleaning rags in personal washer/dryer
- Set up of library facilities for use of staff, patrons, and/or programs.
- Prioritizes tasks within work assignment.
- Flexibility to deal with multiple and extra unexpected tasks
- Monitors building to ensure safety of staff and patrons.
- Attends meetings and participates in professional library organizations.
- Performs related work as required.
- Ability to work effectively with other library staff.
- Keep the work area clean and organized.

Early Morning, evening and weekend hours, as needed

#### QUALIFICATIONS:

- High school diploma or GED
- Ability to learn to use equipment, materials, tools, computers and office equipment as needed.
- Ability to follow written and oral instructions
- Ability to work under minimum supervision
- Ability to follow emergency procedures
- Ability to establish and maintain effective working relationships with staff, vendors, other service providers and organizations
- Ability to maintain good work habits

- Experience in custodial services is preferred
- Ability to acquire a working knowledge of regulations and procedures pertaining to library responsibilities.
- Experience using hand and electrical tools
- Ability to read technical manuals and drawings
- Very good communication and interpersonal skills
- High school diploma or equivalent
- Physical stamina and dexterity

#### PHYSICAL DEMANDS OF POSITION:

- Sitting, squatting, kneeling, standing, walking, climbing and stooping
- Bending, twisting and reaching
- Lifting and carrying: 75 pounds or less
- Handling and picking up of shelving and equipment
- Pushing and pulling: objects weighing up to 100 pounds.

#### **Disclaimers:**

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas.

## Processor I

### Boone County Library

This is responsible clerical work in a library involving support services and services to patrons.

#### SUPERVISION RECEIVED:

Works under the direct supervision of the Director. Other supervisors include: Assistant Director and Library Manager.

#### DUTIES:

##### Supervisory

- None

##### Processing

- Performs original cataloging for material not found on bibliographic support systems (approximately 3-4 records per hour)
- Performs copy cataloging for materials found on bibliographic support systems (approximately 20 – 22 records per hour)
- Assists in local database management, including development and maintenance of local authority files and holdings deletions in both library catalog and TLC databases.
- Prepares reports to meet assigned deadlines.
- Processes library materials.
- Assists in the general re-classification projects.
- Provides new library materials to the public in a timely manner.
- Attends meetings and training seminars as required.
- Repairs items when cost effective.
-

Circulation desk functions; these functions include but are not limited to:

- Basic knowledge of circulation desk duties to provide support when necessary, to include:
  - Check materials in/out/renew materials
  - Reserve materials
  - Collects fines and tallies daily
  - Issues new patron cards/updates cards
  - Assists patrons in locating materials. Assists patrons with computer needs as directed.
  - Maintain and assist clients in the operation of photocopiers
  - Handles complaints and answers a variety of questions at the circulation desk.
  - Answers telephones and provides routine information or refers and transfers calls.
  - Assures accurate library shelving of books, magazines, periodicals and other library materials by shelf reading and reshelving, as necessary.
  - Follow library circulation and building policies and procedures.
  - Create courteous pleasant first impression of library
  - Monitors reading rooms and areas to assure adequate reading environment.
  - Monitors building to ensure safety of staff and patrons.

Evening and weekend hours, as needed

#### QUALIFICATIONS:

- High school diploma or GED
- 1-2 Years of experience in processing/cataloging services;l
- Requires that the employee have considerable knowledge, skill and ability in library clerical functions.
- Ability to follow written and oral instructions
- Ability to communicate effectively.
- Requires knowledge of cataloging principles and procedures such as AACR2, USMARC, MARC21, LCSH, DDC, LCRI and authority control issues.
- Ability to function independently
- Requires knowledge of various computer programs, bibliographic support systems and the internet.
- Possess the technical knowledge of operating personal computers and other office equipment with accuracy and reasonable speed.
- Type 40 wpm.

#### PHYSICAL DEMANDS OF POSITION:

- Standing, walking, bending, squatting, twisting, pushing, carryings, climbing, stooping and reaching overhead
- Sitting for long periods.
- Talking and hearing; use of telephone
- Lifting and carrying: 50 pounds or less
- Handling; processing, picking up of shelving and books
- Typing, writing, filing, sorting, shelving and processing
- Pushing and pulling: objects weighing up to 100 pounds
- Coordinated movements of fingers/hands.

#### Disclaimers:

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## Processor II

### Boone County Library

This is responsible clerical work in a library involving support services and services to patrons.

## SUPERVISION RECEIVED:

Under the direct supervision of Processor I. Other supervisors include: Director, Assistant Director and Library Manager.

## DUTIES:

### Processing

- Performs original cataloging for material not found on bibliographic support systems (approximately 3-4 records per hour)
- Performs copy cataloging for materials found on bibliographic support systems (approximately 20 – 22 records per hour)
- Assists in local database management, including development and maintenance of local authority files and holdings deletions in both library catalog and TLC databases.
- Prepares reports to meet assigned deadlines.
- Processes library materials.
- Assists in the general re-classification projects.
- Provides new library materials to the public in a timely manner.
- Attends meetings and training seminars as required.
- Repairs items when cost effective.
- 

Circulation desk functions; these functions include but are not limited to:

- Basic knowledge of circulation desk duties to provide support when necessary, to include:
  - Check materials in/out/renew materials
  - Reserve materials
  - Collects fines and tallies daily
  - Issues new patron cards/updates cards
  - Assists patrons in locating materials. Assists patrons with computer needs as directed.
  - Maintain and assist clients in the operation of photocopiers
  - Handles complaints and answers a variety of questions at the circulation desk.
  - Answers telephones and provides routine information or refers and transfers calls.

- Assures accurate library shelving of books, magazines, periodicals and other library materials by shelf reading and reshelving, as necessary.
- Follow library circulation and building policies and procedures.
- Create courteous pleasant first impression of library
- Monitors reading rooms and areas to assure adequate reading environment.
- Monitors building to ensure safety of staff and patrons.

Evening and weekend hours, as needed

#### QUALIFICATIONS:

- High school diploma or GED
- 1-2 Years of experience in processing/cataloging services
- Requires that the employee have considerable knowledge, skill and ability in library clerical functions.
- Ability to follow written and oral instructions
- Ability to communicate effectively.
- Knowledge of cataloging principles and procedures such as AACR2, USMARC, MARC21, LCSH, DDC, LCRI and authority control issues.
- Ability to function independently
- Requires knowledge of various computer programs, bibliographic support systems and the internet.
- Possess the technical knowledge of operating personal computers and other office equipment with accuracy and reasonable speed.
- Type 40 wpm.

#### PHYSICAL DEMANDS OF POSITION:

- Standing, walking, bending, squatting, twisting, pushing, carryings, climbing, stooping and reaching overhead
- Sitting for long periods.
- Talking and hearing; use of telephone

- Lifting and carrying: 50 pounds or less
- Handling; processing, picking up of shelving and books
- Typing, writing, filing, sorting, shelving and processing
- Pushing and pulling: objects weighing up to 100 pounds
- Coordinated movements of fingers/hands.

**Disclaimers:**

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## Research Services

### Boone County Library

This is responsible clerical work in a library involving support services and services to patrons.

#### SUPERVISION RECEIVED:

Works under the direct supervision of the Director. Other supervisors include: Assistant Director and Library Manager.

#### DUTIES:

- Provide information and reference services in the genealogy/directories area to public library users by telephone, letter, E-mail and in person.
- Provide information and reference services for all areas of community research.
- Provide information and reference services for other areas as needed.
- Assist patrons in locating and using a wide variety of library resources, including electronic formats.
- Perform Bibliographic searches.
- Provide related internet instruction to patrons as needed.
- Provide tours of the genealogy department.
- Assist in the maintenance and development of genealogy/community history collections.
- Gather inter-library loan requests relating to genealogy and other related research topics as needed.
- Assist with special projects or assignments.
- Provide a range of related library services to patrons.
- Maintain social media sites through posting updated images and events.
- Assists with library programs and displays; registration, signs, crafts, book lists, etc.
- Performs routine library computer functions.
- Maintain and assist clients in the operation of photocopiers
- Set up of library facilities for use of staff, patrons, and/or programs.
- Handles complaints and answers a variety of questions.
- Answers telephones and provides information or refers and transfers calls.
- Assures accurate library shelving of books, magazines, periodicals and other library materials by shelf reading and reshelving, as necessary.
- Establish good patron rapport

- Prioritizes tasks within work assignment.
- Flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously
- Monitors building to ensure safety of staff and patrons.
- Attends meetings and participates in professional library organizations.
- Performs related work as required.
- Ability to work effectively with other library staff.
- Keep work area clean and organized.
- Prepares materials to promote use of library. Performs special duties as assigned, including programming, basic reference, ordering of materials, serials maintenance, etc.
- Develops and conducts programs as needed.

Evening and weekend hours, as needed

#### QUALIFICATIONS:

- High school diploma or GED
- Knowledge of a range of basic and ready reference library information resources
- Knowledge in genealogy research techniques and resources
- Effective listening skills and a sincere interest in helping people research and explore family histories.
- Requires that the employee have considerable knowledge, skill and ability in library clerical functions.
- Ability to follow written and oral instructions
- Ability to learn Dewey Decimal system, automated circulation system, and library circulation policies and procedures
- Ability to acquire a working knowledge of regulations and procedures pertaining to library responsibilities.
- Ability to operate data and word processing equipment.
- Ability to maintain accurate files and records.
- Good ability to establish and maintain effective working relationships with superiors, associates and the general public.
- Experience in research is preferred.
- Experience in oral presentations is preferred.
- Experience in Genealogy research is preferred.

#### PHYSICAL DEMANDS OF POSITION:

- Sitting, standing, walking, climbing and stooping
- Bending, twisting and reaching
- Talking and hearing; use of telephone
- Lifting and carrying: 50 pounds or less
- Handling; processing, picking up of shelving and books
- Typing, writing, filing, sorting, shelving and processing
- Pushing and pulling: objects weighing up to 100 pounds.

#### **Disclaimers:**

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas.

Assistant Director  
Boone County Library

To perform library business duties, provide clerical support; provide administrative and budgetary support to the Library Director as a confidential employee.

**SUPERVISION RECEIVED:**

Works under the direct supervision of Director.

**DUTIES:**

To perform library business duties, provide clerical support; provide administrative and budgetary support to the Library Director as a confidential employee.

Act as building supervisor when Library Director is unavailable.

All of the following are to be performed while adhering to Boone County operational policies safety rules and procedures:

Maintain the Library accounts of receivables, expenses and purchase orders. This includes receiving requisitions for the purchase of supplies, equipment and library materials, maintaining records and files of expenditures, preparing purchase orders, obtaining approval signatures and verifying invoices.

Maintain Library supplies of office, data processing and janitorial upkeep. This includes ordering supplies and equipment and checking in deliveries.

Attend to minor building maintenance, acting as a liaison with facilities managers, custodians, etc.

Maintain library records, files and calendar. This includes, scheduling the use of library facilities by outside parties: posting library announcements, etc. Maintain website as needed.

Track Part-Time employee hours to stay in compliance with APERS and County requirements.

Prepare Director's correspondence and reports, schedule appointments, etc., as directed.

Collect and organize data for projections and preparation of the Library budget.

As needed: maintain patron records in TLC database, input patron information from card applications, prepare and mail overdue notices, assist with checkout desk and other departments as assigned.

Provide clerical support to the Library Director.

Maintain related personnel records; prepare purchase requests; prepare correspondence, photocopy, file, etc.

Attend staff, Board of Trustees and Community meetings as required, often outside regular working hours.

Make deliveries and pick-ups from County Courthouse and drive in the course of other Library business.

Preparing and distributing meeting agendas, reports and minutes.

Other duties may be assigned.

Assumes the responsibilities of the Director or the Library Manager in their absence, as needed.

#### Key Relationships:

The key relationships described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee will provide information to and collect information from County Staff, Vendors, Suppliers, Wholesalers, Local Businesses and the Public. Contact will be made by telephone and in person.

The employee will solve problems and negotiate solutions within policy guidelines with County Staff, Vendors, Suppliers, Wholesalers, Local Businesses and the Public. Contact will be made by telephone and in person.

Office equipment used includes but is not limited to (computer, modem, scanner, typewriter, adding machine, microfiche reader, cash register, paper cutter, copier, fax machine, telephone, audio-visual equipment, postage meter, etc.)

Work is performed primarily in an indoor office setting at the library

#### QUALIFICATIONS:

Must type 60 wpm with accuracy and be able to transcribe from dictation equipment, handwritten notes and verbal instructions.

Must have excellent communication skills, including an ability to proofread the work of self and others with a high degree of accuracy.

Must be able to perform basic accounting and mathematical computations with a high degree of accuracy.

Must be familiar with standard office equipment, including personal computers and Windows-based software (including word processing, database and spreadsheet) and be able to learn and implement Library systems and procedures.

Attention to detail and accuracy.

Ability to communicate effectively, patiently and courteously with County employees, the Library Board of Trustees, patrons and other community members.

Ability to handle multiple activities and interruptions at once and to work positively and effectively within a team model.

Excellent memory and organizational ability to deal with multiple responsibilities.

Two year degree in accounting or equivalent work experience.

#### License and Certification Requirements

Must possess a valid Arkansas State Driver's License

#### PHYSICAL DEMANDS OF POSITION:

Ability to sit and use computer workstation, including keyboard and visual display terminal for extended periods of time.

Ability to stand, walk, reach, climb ladders, stoop, kneel, crouch or crawl. Drive as needed throughout the day.

Ability to occasionally lift, carry and put away parcels weighing up to 30 pounds.

#### **Disclaimers:**

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas.