



**CITY OF AMES**  
invites applications for the position of:  
**Library Clerk - Customer Account  
Services**

An Equal Opportunity Employer

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**SALARY:** \$18.51 - \$24.74 Hourly

**OPENING DATE:** 05/13/22

**CLOSING DATE:** 05/27/22 05:00 PM

**GENERAL INFORMATION:**

The Ames Public Library has an exciting opportunity for a part time Library Clerk to provide support to the Customer Account Services department!

Under the direction of the Customer Account Services Manager; the Library Clerk performs a wide range of public service and clerical duties necessary to the operation of the Customer Account Services workgroup. The Library Clerk also provides direct customer service, promotes excellent customer relations and projects a positive image of the library.

Ames Public Library is committed to creating a diverse, equitable and inclusive space that honors the inherent dignity of customers, staff and the community as a whole. All employees are expected to create and maintain an environment that recognizes and welcomes the individual identities and diverse perspectives of all people.

**This is a 20 hours per week position and requires weekend shifts and up to two night shifts weekly.**

**Candidates are required to complete supplemental questions to be considered for this position, no later than the deadline of this posting.**

**Applications submitted for this position by the application deadline may be considered for other openings within this classification; for up to 12 months.**

We invite candidates who have strong customer service and communication skills and are dedicated to creating a welcoming and inclusive space that connects our community to the world of ideas to apply. Discover the contributions of the City of Ames Public Library by visiting the websites below:

[Ames Public Library YouTube Page](#)  
[Ames Public Library Friends Foundation](#)  
[Ames Public Library History](#)  
Why Ames? Click [Here](#)

The City of Ames offers a comprehensive benefits package for employees regularly working 20 hours or more per week. Benefits are pro-rated for employees working between 20-39 hours per week. Our benefits details can be viewed at: [City of Ames Benefits](#)

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS:**

**Examples of Essential Job Functions:** Performs Customer Account Services duties as assigned; performs library materials check-in, check-out, renewals and holds; answers a variety of questions at public service areas; handles routine complaints and issues; assists patrons with library equipment and technology; checks in incoming library materials using an automated circulations system; answers telephones and provides routine information or refers and transfers calls; inspects materials for damages; operates a variety of standard office and library machines; carries out interlibrary loan procedures for incoming and outgoing library materials; carries out overdue book

recall procedures; answers a variety of questions at public service areas; handles routine complaints and issues; answers telephones and provides routine information or refers and transfers calls; performs all opening and closing procedures; empties book drops; notifies patrons about reserved materials; performs database maintenance and entry as assigned; explains select library policies to patrons; addresses safety and security issues; registers and updates patron accounts; conducts financial transactions; assists with acceptance of donated books; works cooperatively with other library workgroups and staff members; attends continuing education and professional programs; answers patron email; photocopies forms; monitors supplies; assists assigned volunteers; plans work according to established procedures; participates in special projects; performs other duties as assigned.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement; inspiring creativity and innovation; being customer driven; making data-driven decisions; committing to diversity, equity, and inclusion; championing employee involvement; striving for excellence; having fiscal stewardship; acting with honesty and integrity; exhibiting leadership; choosing a positive attitude; respecting one another; promoting safety and wellness; and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

## **QUALIFICATIONS:**

**Education and Experience:** Successful completion of high school, HiSet, or GED required. Preference may be given to those with library experience.

**Licenses and Certification:** None

**Knowledge, Abilities, and Skills:** Knowledge of alphabetical and numerical order; differentiation of library collections and formats; library policies, practices and procedures; computer applications; standard office and library machines.

Skills in customer service; written and oral communication; creative problem solving; critical thinking and decision-making.

Considerable ability to work independently or as part of a team; work with a sense of urgency, tact and sense of humor; work accurately with attention to detail; adapt to change; assess and prioritize multiple tasks; communicate effectively with other library staff, volunteers and customers, understand and follow verbal and written instructions; successfully operate a computer and software to perform library tasks; use email and web browsers; handle challenging situations and people; demonstrate professionalism and positive attitude; be trained in various technological advances in the library profession; tolerate ambiguity.

Skill in: customer service; written and oral communication; creative problem solving; critical thinking and decision-making.

This job specification does not include every duty or responsibility that a person in the role may be asked to perform. May be required to perform other related duties as assigned.

## **SUPPLEMENTAL INFORMATION:**

**Equipment Used to Perform Essential Functions:** Computer hardware, peripherals, and software appropriate for library work, including word-processing, databases, spreadsheets, and integrated library systems (ILS); general office equipment; communications equipment including office telephone system; cell or wireless phones; presentation equipment; library specific equipment such as self checks and automated materials handling system.

**Required Physical Activities:** Climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing,

repetitive motion.

**Physical Characteristics of Work:** The work involves sitting 40 percent of the time; sitting and using arm/leg controls 5 percent of the time; standing (but not walking) 30 percent of the time; standing and walking (including climbing stairs), twenty five percent of the time; routinely lifting objects under 10 pounds; occasionally lifting objects from 10 to 25 pounds, occasionally lifting objects from 25 to 50 pounds; infrequently lifting objects over 50 pounds, frequently pushing and pulling of carts from 25 to 50 pounds.

**Vision Requirements:** Minimum standards for use with those whose work deals largely with preparing and analyzing data, extensive reading, and the use of computer controls.

**Environmental Conditions:** The employee ordinarily works in an office environment. The employee may be infrequently exposed to weather conditions of snow or ice or to household chemicals. The employee works with the public and is expected to attend to hygiene and health emergencies.

**Selection Process:**

The selection process consists of an evaluation of education and experience, review of supplemental questions, a phone interview (depending on the number of candidates), on-site interview, and completion of a criminal background check, which includes a sex offender registry check and motor vehicle records check. All candidates will be notified by email of their application status.

Depending on the number of qualified candidates, the City may forego phone interviews.

Preference may be given to applicants possessing qualifications above the minimum.

**Candidates are required to complete supplemental questions to be considered for this position, no later than the deadline of this posting.**

NOTE: Applicants with disabilities may submit requests for ADA testing or interview accommodations to the Human Resources Department prior to the test or interview.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

**Compensation Philosophy:**

The City of Ames has a compensation philosophy that the starting pay for our merit salary ranges establishes the salary for employees who meet minimum requirements of a position. The median of any merit salary range is for an employee who can reasonably meet all expectations of the position responsibilities without initial extensive training. In order for employees to have an opportunity to grow within their position, we may consider a candidate's education, experience, and skills above the minimum requirements when looking at a salary closer to or slightly above the median. The median for this position is \$21.62 per hour.

**E-Verify Process:**

The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at: <http://www.uscis.gov>.

OUR OFFICE IS LOCATED AT:  
515 Clark Ave  
Ames, IA 50010  
515-239-5199  
[hr@cityofames.org](mailto:hr@cityofames.org)

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### Library Clerk - Customer Account Services Supplemental Questionnaire

- \* 1. This position is 20 hours per week and requires working weekend shifts and up to two night shifts per week. **By selecting yes you are indicating that you are aware AND available to work this schedule should you be offered a position.**

Yes  No

- \* 2. Based on our job posting, how do you see yourself adding value to this role and the library?
- \* 3. What does "customer service" mean to you? Provide an example of a time when you provided excellent customer service and what made it excellent?
- \* 4. Describe a time you needed to make an accommodation for a customer. How did you navigate the situation? What workplace values guided your decision-making?
- \* 5. What's your philosophy and approach to managing conflict? Please provide an example of a time you navigated conflict.
- \* 6. What does inclusivity mean to you? How do you hope to see that work unfold at the library?

\* Required Question