



## City of Ames Library Clerk - Youth Services

<b>SALARY</b>	\$21.19 - \$28.32 Hourly	<b>LOCATION</b>	50010, IA
<b>JOB TYPE</b>	20-29 hours/week	<b>JOB NUMBER</b>	25-3106-01
<b>DEPARTMENT</b>	Library	<b>OPENING DATE</b>	02/02/2026
<b>CLOSING DATE</b>	2/11/2026 5:00 PM Central	<b>FLSA</b>	Non-Exempt
<b>BARGAINING UNIT</b>	MERIT	<b>RESIDENCY REQUIREMENT?</b>	No

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Centrally located in the heart of Iowa, Ames is a vibrant, progressive community with more than 66,000 residents providing an excellent quality of life. Home to Iowa State University, Ames offers year-round recreation opportunities, diverse cultural offerings, a stable economy, safe neighborhoods, and a high-achieving school district.

### General Information

<https://www.youtube.com/embed/97rsAGfo1eQ?&wmode=opaque&rel=0>

The City of Ames Public Library has an exciting opportunity for a Youth Services Library Clerk to join our team.

Under the direction of the Adult or Youth Services Manager, this position performs varied clerical work related to library collections, services and programs. This position also provides direct customer service, promotes excellent customer relations and projects a positive image of the library.

In order to be considered for this position, all applicants must submit their online application by the deadline listed on this posting. Your application includes complete responses to the supplemental questions. Please keep in mind that submission of a resume in lieu of work history on your application or answering the supplemental questions is not sufficient.

**This is a 20-29 hours per week position working evening and weekend shifts.**

*Applications submitted for this position by the application deadline may be considered for other openings within this classification (20 hour per week or 30 hour per week); for up to 6 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](#)

**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 \$24.75/hour.

**Benefits:** 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

Performs Youth Services duties as assigned; Creates a welcoming, safe environment that is clean, enjoyable and convenient to use; provides direct customer service; identifies appropriate information sources to meet customer needs; provides information in response to customer requests; provides reading recommendations based off customer interests; handles routine complaints and issues; assists Youth Services staff with programs and events; operates a variety of standard office and library machines; answers telephones and provides routine information or refers and transfers calls; explains select library policies to patrons; assists customers in the use of library catalog and collections; assists customers with library equipment and technology; addresses safety and security concerns; performs database maintenance and entry as assigned; plans work according to established procedures; assists assigned volunteers; monitors supplies; pulls materials to withdraw; attends continuing education and professional programs as assigned; participates in special projects; performs all opening and closing procedures; works cooperatively with other library work groups and staff members; 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: High school diploma, GED, HSED, or HiSET, and at least one year of customer service experience. Preference may be given to those with library experience.

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.

## **Supplemental Information**

### **Physical and Environmental Characteristics**

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 a public facing customer service 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.

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

### **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. 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 candidates possessing qualifications above the minimum.**

### 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>.

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.

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#### Employer

City of Ames

#### Address

515 Clark Ave

Ames, Iowa, 50010

#### Phone

515-239-5199

#### Website

<http://www.cityofames.org/jobs>

## Library Clerk - Youth Services Supplemental Questionnaire

### \*QUESTION 1

This is a direct customer service position in the youth services area which can include helping patrons find/recommend materials, keeping the space clean and safe, assisting with program prep, and other projects as they arise. This position does not include presenting programs like storytimes, etc. This is a 20 hour per week position that works almost exclusively nights and weekends.

By selecting yes, you are indicating that you are aware AND available to work this schedule should you be offered a position.

- ☐ Yes  
☐ No

### \*QUESTION 2

Please tell us why you are interested in working in Youth Services at Ames Public Library and how your education and experience relate to this position. (200-400 words)

**\*QUESTION 3**

What does inclusivity mean to you? How do you see inclusivity impacting your work at the library? (200-400 words)

**\*QUESTION 4**

Please describe your experience providing public service. What are the most important attributes you bring that help you provide exceptional service? (200-400 words)

\* Required Question