



**VACANCY ANNOUNCEMENT**  
*Open to all qualified current staff  
and external candidates*

## **EAST LIBRARY CIRCULATION CLERK 1** **(16 hours per week; mostly evening and weekend hours)**

**DATE POSTED:** September 25, 2009

**LOCATION:** East Library, 5550 N. Union Boulevard  
Colorado Springs, CO 80918 **PHONE:** (719) 531-6333

**STARTING WAGE:** \$ 9.74 per hour

**POSITION HOURS:** averages to **16** hours per week per the following schedule (**#CIE - 13**):

**WEEK 1 (13 hours)**

Mon., Tues., Thursday 6 – 9 p.m.  
Wednesday 5 – 9 p.m.

**WEEK 2 (19 hours)**

Mon., Tues., Wed., Thursday 6 – 9 p.m.  
Saturday 10 a.m. – 6 p.m.

**Note:** Regular schedule may be subject to minor changes due to required meetings, training events, etc. Also, management may require modifications to a position's schedule at any time as needs of the Library District change.

### **PROCEDURE FOR APPLICATION:**

1. Complete a PPLD job application available at any of our branches or at [ppld.org](http://ppld.org)
2. Indicate the position's schedule number (**#CIE - 13**) next to the job title on your application.
3. All applications must be submitted to PPLD's **Human Resources Office** located at:  
**East Library, 5550 N. Union Boulevard, Colorado Springs, CO 80918**

**CLOSING DATE:** Application materials must be submitted to the Human Resources Office by **Wednesday, October 7, 2009 at 4:30 p.m.**

### **CONDITIONS OF EMPLOYMENT:**

#### **All selected candidates...**

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986).
- are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-verify), education, former employment, and criminal history.
- may be uniformly tested for job-related skills and required physical abilities.
- may be required to undergo a physical examination *after* a job offer is extended in order to ensure that the job's physical requirements are met.
- must understand and comply with PPLD's drug-free workplace policy.
- understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice.

**EOE**

As an **Equal Opportunity Employer**, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

## CIRCULATION CLERK 1

**BROAD SCOPE OF POSITION:** It is Pikes Peak Library District's mission to seek, engage, and transform lives through library services and resources that enrich individual lives and build community. This position operates in a diverse environment to help fulfill the library's mission by providing courteous front-line customer service and knowledgeable assistance to its patrons.

### **REQUIRED EXPERIENCE / KNOWLEDGE / ABILITIES:**

1. Knowledge of basic library practices and procedures
2. Ability to provide efficient, courteous public service
3. Ability to present a positive image of the library in attitude, communications, appearance and performance of duties in both public and staff areas
4. Ability to calmly and effectively assist patrons in difficult situations
5. Must be able to accurately and efficiently file alphabetically and numerically
6. Ability to learn and use library computer software which may include SIRSI, email, Internet, and MS Office software applications, credit card processing, and switchboard software
7. Possesses basic knowledge of office equipment operation
8. Possesses good verbal and written communication skills
9. Ability to understand and follow verbal and written instructions
10. Ability to work independently and effectively organize work without close supervision
11. Ability to maintain a high level of accuracy and concentration with some interruptions
12. Ability to work as part of a team, have a "whatever-it-takes" work ethic, and have an excellent customer service attitude

### **REQUIRED PHYSICAL ABILITIES:**

1. Ability to bend and reach between floor level and 5 ½ feet high repetitively up to 30 times per ¼ hour, and to reach up to 78 inches high using a 13-inch stool, 10 times per ¼ hour
2. Ability to grasp and place 3-inch wide items repetitively up to 30 times per ¼ hour, and grasp, and place lightweight items that are between 4 to 5 inches wide
3. Ability to grasp and place between 1 to 3 pounds up to 30 times per ¼ hour
4. Ability to lift between 1 to 10 pounds, 30 times repetitively for ¼ hour, and occasionally lift between 10 and 20 pounds.
5. Ability to push a wheeled book cart weighing up to 220 pounds with 30 pounds of force between 200 to 600 feet on a carpeted surface, 4 to 6 times per hour
6. Ability to steer a wheeled book cart weighing up to 220 pounds with 40 pounds of force between 200 to 600 feet on a carpeted surface, 4 to 6 times per hour
7. Ability to occasionally push a book cart weighing up to 220 pounds over a 1-inch threshold
8. Ability to push from right (R) to left (L) and from L to R with 10 pounds of force. This motion needs to be done from floor-level to overhead.
9. Ability to squeeze a bookend and simultaneously push from R to L and from L to R
10. Requires repetitive movement of hands, wrists, arms, elbows and shoulders
11. Ability to bend at waist, squat, twist, reach, kneel, and climb
12. Ability to balance on a step stool, reach overhead, and remain balanced while placing items and moving bookends
13. Ability to sit and use a computer for extended periods and to operate standard office equipment on a daily basis
14. Ability to stand on feet for periods up to 4 hours
15. Ability to occasionally travel by automobile to attend meetings/trainings at other locations

## CIRCULATION CLERK 1 (continued)

16. Ability to perform all physical demands listed above
17. Ability to scan items with a handheld scanner 30 to 40 times per ¼ hour
18. Ability to open, insert a slip of paper, and close DVD's, CD's, and VHS cases or books 30 to 40 times per ¼ hour
19. Ability to stack empty book bins and slide partially full book bins

### ESSENTIAL FUNCTIONS:

1. Provides excellent customer service and maintains a courteous, positive image of the library when interacting with patrons and staff
2. Maintains patron and staff confidentiality
3. Explains circulation policies and procedures to patrons; answers questions regarding patron library records
4. Assists patrons with self-check process
5. Registers patrons according to Library policies (checks appropriate identification, issues library cards, and accurately enters patron information into computer)
6. Collects patron fees (for bill payments, overdue, referral fees, NSF fees, or lost items); works to resolve billing problems; assesses and negotiates lost/damaged materials costs
7. Works with materials security measures and patrons who trigger security gates
8. Uses a computer and hand-held computer wand to check out/check in/renew library materials according to library policy
9. Performs a variety of clerical duties (i.e., processing library materials, filing, transfers/holds, weeding books, balancing/closing a cash register, sorting/shelving library materials, etc.)
10. Refers patrons to appropriate staff for reference or complex computer questions
11. Performs all functions in a manner safe to oneself, co-workers, and library patrons; follows all applicable policies and recommendations
12. Empties bookdrop and uses SIRSI software to process returned materials
13. Places, suspends, and removes patron holds
14. May be assigned to specific areas of emphasis (i.e. billing, non-possession, supplies, etc.)
15. May assist in training new staff and volunteers
16. May perform minor material repairs and re-casing
17. Keeps informed about library and departmental information
18. At East Library, serves as a back-up to the Switchboard Operator as assigned
19. Performs other related duties as assigned

### MINIMUM QUALIFICATIONS:

1. **Education - Requires** a high school diploma or GED
2. **Experience - Requires** computer experience and at least six months of clerical experience that included public contact; **Requires** the abilities to read, write, file, and sort alphabetically and numerically; Prefer some experience working in a library environment
3. **Physical Requirements - Requires** the ability to perform the job's physical requirements as explained in "Required Physical Abilities" above. The selected candidate will be required to successfully pass a Post Offer Pre-Employment Physical (POPP) capacity test that will evaluate a candidate's ability to meet the job's required physical abilities as listed above. PPLD will arrange, fund, and conduct this test at an outsourced location.
4. **Other - Requires** excellent communication skills and the abilities to work as part of a team, to have a "whatever it takes" work ethic, and to have an excellent customer service attitude! Bilingual ability is a plus in serving our diverse community.
5. **Schedule - Requires** the ability to work the schedule listed on the first page of this vacancy announcement. Schedule may be subject to change based on library needs.