

JOB TITLE: Library Clerk
DEPARTMENT: Circulation/Adult / Youth Services Department(s)
REPORTS TO: Supervisor of department assigned to
FLSA STATUS: Non - Exempt

JOB PURPOSE:

This is a part time position under the direction of the Supervisor staff member is assigned to. This position also requires continuous flow of library materials to and from the patrons, registering and maintaining patron's records with excellent customer service skills. Work with staff from other departments as needed to provide quality service to the Library in conformance with Library policies and procedures and professional standards.

FUNCTIONS:

- Assist patrons with general questions.
- Routine check out of library materials, including items on Hold from the adult services department.
- Routine check in of library materials.
- Register patrons with library cards
- Take payment for fines or lost/damaged materials
- Handle routine complaints and answer a variety of questions at the circulation desk.
- Perform search for materials and notify patron of results
- Assist patrons in use of library equipment upon request such as computer, printer, copier, and fax. Perform simple maintenance functions such as filling of paper and clearing jams.
- Answer the telephone preferably within two rings and provide general information and accurate transferring of incoming calls.
- Inspect incoming library materials for damages and handle according to in-house procedures.
- Perform all opening/closing procedures in circulation area.
- Maintain a tidy and well-organized circulation area, desk and registration area.
- Assist in accurate shelf reading and reshelving of materials when page(s) are absent or as needed.
- Count and record daily fines on an as needed basis.
- Accurate file and shelve CD's and DVD's.

QUALIFICATIONS/BASIC JOB REQUIREMENTS:

- High school diploma or GED required. Some college / diploma a plus.
- Entry-level knowledge of secretarial procedures, office methods, and practices
- Operate various types of office equipment.
- Accurately file numerically and alphabetically.
- Demonstrated attention to detail.
- Ability to read and comprehend, in English, communicate in an effective manner both verbally and written with library patrons. Bi-lingual in Spanish a plus

DISCLAIMER:

- The North Chicago Public Library is an equal opportunity employer. Qualified applicants are considered for all positions without regard to race, color, religion, sex, sexual orientation, national origin, age, marital status, military or veteran status (except dishonorable discharge), disability or any other status protected by law.
- This job description describes a general category of jobs. In order to meet the needs of Library government or its departments, employees may be assigned other duties, in addition to or in lieu of any of those described and duties are subject to change as requirements of the job change.
- The omission of a duty does not exclude it from the position if the duty is similar, related or a logical expectation for an individual to perform as part of the job responsibilities or if necessary to assist the Library to provide services to the public under changed or unusual circumstances.