

Circulation Services Clerk, III

Department: Circulation Services

Reports To: Circulation Services Assistant Manager

Status: Part-Time/Hourly/Non-exempt

Pay Grade/Pay Rate: V/\$16.49 - \$24.73/hour

Supervises: N/A

Revised: 7/25/2024

Job Summary

Performs detailed clerical work that involves the automated circulation of library materials and the support and services to patrons

Competencies

- Strong work ethic- Demonstrates positive habits such as arriving to work on time, stays motivated and focused, and finishes tasks on time
- Good communication skills- Listens to and understands what others are saying, asking for any needed clarification. Projects positive body language and facial expressions; writes messages, reports, and other types of documents with clarity and efficiency. Relays information using visual aids or graphic tools, if required
- Teamwork-Balances team and individual responsibilities; exhibits objectivity and openness to others views; gives and welcomes feedback; helps in building a positive team spirit; puts success of the team above own interests; contributes to Library morale and group commitments to goals and objectives; supports everyone's efforts to succeed
- Problem solving skills-Uses personal knowledge and experience to find answers to pressing problems; formulates effective solutions
- Flexibility-Demonstrates adaptability, is willing to change and learn (Is teachable), accepts new things
- Organizational Awareness-Ability to develop a clear strategy to getting things done based on an understanding and general knowledge of the Library

Essential Functions & Responsibilities

Primary Responsibilities

- Works the public service desk
- Performs all standard circulation procedures accurately including, but not limited to, charging and discharging materials; answering telephone calls, creating or updating library cards
- Understands and interprets circulation policies to the patrons
- Handles cash and credit card transactions
- Provides information to patrons regarding library initiatives and/or programs
- Troubleshoots and/or solves departmental technology related issues
- Assists Supervisor with assigned duty area(s)
- Organizes materials on shelves in accordance with established procedures
- Performs shelf reading on a regular basis to maintain collection in good order
- Assists in pulling items from the collection for selected lists
- Shifts materials when instructed

- Checks for materials left on tables, shelves and carts and returns them to their proper locations
- Empties indoor/outdoor material returns as required
- Cleans A/V discs
- Performs other duties as assigned

Working Conditions

- This job operates in a professional office environment in a building with standard temperature levels. The noise level is usually moderate, but can change depending on specific programming.
- This role uses standard office equipment and specialized software applications
- While performing the duties the employee is required to stand; walk; sit; use hands to handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must be able to stoop and lift, and push book trucks up to 20 pounds

Required Education and Experience

- High School diploma or GED
- Customer service experience preferred
- Ability to use common computer applications, including Microsoft Office and Web browsers
- Working knowledge of Windows OS and mobile operating systems (e.g., iOS, Android)
- Ability to remain calm in difficult situations
- **Ability to work a variety of hours, including evenings and weekends**
- Ability to speak, read and write English fluently

Salary Range: Hourly pay rate of \$16.49 – \$24.73, **DOQ**. The Library provides generous PTO, Sick and Vacation time along with participation in the Illinois Municipal Retirement Fund (IMRF)

Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, working conditions and activities may change or new ones may be assigned at any time with or without notice

Employee's Signature Date