

JOB TITLE: Circulation Services Clerk

DEPARTMENT: Circulation Services

CLASSIFICATION: Group 4

STATUS: Non-Exempt

GENERAL STATEMENT:

Under the supervision of the Circulation Services Manager, the Circulation Services Clerk is responsible for basic circulation functions to maintain accurate and efficient processes. The work includes frequent customer interaction while operating the switchboard. This work also includes checking in and out, sorting, routing and processing materials. This person deals responsibly with patron problems and emergencies to maintain a safe and pleasant environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Understands and practices the Vision and Key Beliefs of the Des Plaines Public Library.
2. Provides uniformly gracious and friendly service to all users.
3. Understands and enforces the library's policies and procedures, while safeguarding confidential and restricted information.
4. Answers basic patron questions on the telephone; refers patrons to appropriate staff for assistance.
5. Checks materials in and routes to the appropriate locations.
6. Sorts and inspects materials; reports damaged items.
7. Searches for, processes and prepares holds.
8. Operates switchboard and automatic materials handler.

9. Assists with interlibrary loan duties as assigned.
10. May check collection for overdue materials and items on missing lists.
11. May represent the library at community organizations and events.

PERIPHERAL DUTIES:

1. Performs other duties as assigned.
2. Maintains neatness of public areas including floors, desks, counters, shelves, tables, and areas visible to the public.

TOOLS/EQUIPMENT USED:

A variety of office machines, computers and library equipment.

PHYSICAL DEMANDS/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, push, move, bend, stand, sit, squat, reach, and stretch continuously during the work shift. Speech and hearing abilities are essential. Specific vision abilities required by the job include close vision and the ability to adjust focus. The employee must have good eye/hand coordination for gripping and manipulating materials and objects. The employee must lift 25 pounds and transport or move up to 100 pounds of library materials from one location to another.

MINIMUM QUALIFICATIONS:

1. High school degree.
2. One year experience in customer service and organizing and working with merchandise .

Or

1. High school degree.
2. One year library experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to perform excellent customer service and to communicate general library information to the public on the telephone.
2. Ability to establish and maintain effective work relationships with staff and patrons.
3. Working knowledge of written and oral English.
4. Ability to work as a member of a team.
4. Ability to handle detail and a wide variety of tasks in a fast-paced service environment.
5. Ability to remain calm in difficult situations.
6. Knowledge of basic computer skills.
7. Knowledge of numerical and alphabetical sequences.
8. Willingness to learn new skills.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be

required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Revised and Approved 11/21/06

Revised and Approved 08/21/07

Revised and Approved 08/18/09

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