

JOB TITLE: Materials Services Clerk  
DEPARTMENT: Patron Accounts and Materials Services  
CLASSIFICATION: Group 4  
STATUS: Non-Exempt

GENERAL STATEMENT:

Under the supervision of the Materials Services Manager, the Materials Services Clerk is responsible for basic circulation functions. The work includes customer interaction while operating the switchboard. This work also includes checking in and out, sorting, routing, and processing a constant flow of 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 Values, 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. Operates switchboard and automatic materials handler.
6. Checks materials in and routes to the appropriate locations.
7. Sorts and inspects materials; reports damaged items.
8. Searches for and prepares holds.
9. Prints daily reports for volunteers and staff.
10. Assists with interlibrary loan duties as assigned.
11. Withdraws items from the library collections.
12. Examines and maintains circulating devices.
13. Uses inventory technology for a variety of tasks, including finding items on missing lists.
14. Corrects RFID tagging issues.
15. Prepares and routes school library books returned in error.
16. Maintains neatness of public areas including desks, counters, shelves, tables, and personal space.
17. Performs other duties as assigned.

#### MINIMUM QUALIFICATIONS:

1. High school degree.
1. One year of library experience or one year of experience in retail customer service and organizing and working with merchandise.

#### 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. Ability to handle detail and a wide variety of tasks in a fast-paced, constantly changing service environment.
4. Demonstrated ability and willingness to learn new skills.
5. Ability to work as a member of a team, as well as independently.
6. Knowledge and skill in the use of appropriate technology.
7. Ability to put items in alphabetical and numerical order.
8. Ability to remain calm in difficult situations.
9. Skill in spoken communication.
10. Willingness to learn new skills.

#### 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.

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.

Approved 10/19/2017