

## McHenry Public Library District Job Description

**Job Title:** Circulation Clerk

**Reports To:** Circulation Manager

**Date Created:** December 2018

**Status:** Nonexempt

**Date Revised:** Jul 8, 2021

**Pay Grade:**

**Accrual Schedule:**

### **Summary:**

This position is responsible for providing excellent customer service to library patrons following established library policies and procedures.

### **Essential Duties and Responsibilities include the following:**

- Greets patrons entering and exiting the library and provides directional information as needed.
- Provides customer service in a manner that is friendly, positive, and with a cooperative attitude.
- Assists patrons and staff in the materials check-out process, including account information retrieval, money transactions, and other concerns.
- Registers new library patrons, maintains accurate records in the library database, and maintains library users' confidentiality.
- Provides patron assistance on the telephone and via email.
- Empties AMH bins and organizes library materials according to established procedures.
- Assists ILL Associate with completing patron requests for library material.
- Assists patrons with vending machine issues.
- Assists patrons with meeting room reservations.
- Performs departmental Opening and Closing procedures as scheduled.
- Processes in-transit materials from the inter-library system delivery.
- Prepares and shelves patron-requested library items.
- Prepares library materials for routing to other libraries.
- Answers incoming calls, handles patron requests or problems and/or directs calls to proper extensions.
- Performs basic level troubleshooting and support of the AMH system.

- Verifies and processes overdue notices.
- Proficient technology skills including Microsoft Windows and Office applications, Google Suite applications, Internet, and the ability to adapt to changing technology.
- Sorts, shelves, shifts, shelf reads and edges the library materials while inspecting the collection to maintain a neat and orderly appearance.
- Can perform all duties in Spanish as well and has fluent ability to read, write and speak/converse in Spanish for those in the position as a Bilingual Circulation Clerk.
- Performs other duties as required.

**Supervisory Responsibilities:**

None

**Qualifications:**

- High School Diploma (or equivalent work experience)
- 1 or more years of customer service experience, library experience desirable
- Excellent customer service skills
- Familiarity with office (or library) technology
- Excellent communication skills, both written and verbal
- Bilingual in Spanish is preferred but not required

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to talk, hear and see. The employee is frequently required to sit, stand, walk and reach with hands and arms. The employee will occasionally lift, push, or move up to 50 pounds.

**Work Environment:**

The noise level in the work environment is usually moderate.