

**McHenry Public Library District  
Job Description**

**Job Title:** Circulation Clerk

**Reports To:** Circulation Manager

**Date Created:** December 2018

**Status:** Nonexempt

**Date Revised:**

**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, fine payments, and other concerns.
- Registers new library patrons, maintains accurate records in 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
- 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

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 20 pounds.

**Work Environment:**

The noise level in the work environment is usually moderate.