

**McHenry Public Library
Job Description**

Job Title: Circulation Clerk

Reports To: Circulation Manager

Date Created: September 10, 2018

Status: Full-time/Part-time, Non-exempt

Date Revised:

Summary:

Under the supervision of the Circulation Manager or the Circulation Supervisor, the Circulation Clerk 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 as they enter and exit the library and provides directional information
- Maintains a friendly, positive and cooperative attitude
- Assist patrons and staff in the materials check-out process, including account information retrieval, fine payments, and other concerns.
- Register new library patrons, maintain accurate records in library database and maintain library users' confidentiality.
- Provide patron assistance on the telephone and via email.
- Empty AMH bins and organize library materials in correct order.
- Assist ILL Associate with completing Pick Lists for patron items
- Assists patrons with vending machine issues
- Signs patrons up for Meeting Rooms
- Performs Opening and Closing procedures
- Receives in-transit materials from the system delivery
- Prepares and shelves hold items
- Prepares materials for routing to other libraries
- Answers incoming calls, handles patron requests or problems and/or directs calls to proper extensions
- Performs support functions of the AMH system
- Investigates and mails overdue notices
- Performs other duties as required.

Supervisory Responsibilities:

None

Staff Values Translate into Service Excellence:

Our library staff has a set of values that guide how we serve the community and should be reflected in everything we do, say and publish. We want to create a culture of positivity using 5

principles: Actions speak louder than words; Fairness; Warmth and Friendliness; Courtesy; and Trust; and Excellence in stewardship of public funds (efficiency, economy).

Key Beliefs

- It is recognized that every library user in this area has a choice as to what library they want to use - we want that choice to be the McHenry Public Library.
- Get the patron what s/he wants, how s/he wants it, on time and do it with courtesy and a smile.
- Display a positive, friendly, open and communicative attitude to all staff and patrons.
- Follow the Golden Rule. Always 'treat staff and patrons as you would wish to be treated' – with integrity, respect and courtesy.
- Everything you do in front of anyone (staff member and patron) means something (whether you mean it or not).
- Be solution oriented – don't use the rules of the library as artificial barriers to service; go the extra mile in assisting patrons; give equitable service proportional to individual circumstances.
- Use cooperation and teamwork, both inter and intra-departmentally, when assisting patrons and other staff or accomplishing tasks and follow-through on all activities; value each other's time.
- Be responsible and proactive for your own training, understanding your job and understanding your place in the library.

Qualifications:

- High school diploma, or equivalent
- Previous customer service experience desirable
- Some LTA coursework a plus
- Previous library experience a plus
- Proficient in MS Office programs and other work-related 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 35 pounds and push carts weighing 150 pounds.

Work Environment:

The noise level in the work environment is usually moderate.