

TOLONO PUBLIC LIBRARY DISTRICT

LIBRARY CLERK

Job Description

POSITION DETAILS: As a Library Clerk position, you are the first point of contact for our patrons. The Library Clerk will perform a variety of circulation and clerical procedures, assist patrons in the use of library services and technology, and perform other duties as assigned.

REPORTS TO: Assistant Librarian

JOB PREFERENCES:

- High school diploma or GED
- Customer service experience preferred

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Creates a welcoming environment by providing courteous and professional customer service to patrons in person and over the phone
2. Registers new library patrons, checks in and out library materials, answers the telephone, empties the book return, and assists patrons in the use of the library services
3. Maintains the confidentiality of patron records
4. Promotes upcoming library programs, events, and current electronic resources
5. Provides reference, interlibrary loan, readers' advisory, and referral services
6. Stays up-to-date with library technology, policies, procedures, and staff notes
7. Performs all opening and closing procedures
8. Locates and processes materials from daily pick list to fill hold requests
9. Ensures an accurate library by shelf reading and shelving of library materials
10. Willing to attend scheduled staff meetings and contributes to work-related discussions
11. Willing to work hours beyond those regularly scheduled, including evenings and weekends upon request
12. Perform other duties as assigned or required

SKILLS:

- Excellent oral and written communication skills
- Ability to work with library patrons and staff in a consistently friendly and efficient manner
- Ability to work effectively as part of a team as well as independently
- Exceptional organizational, interpersonal, and decision-making skills
- Competency in using computers, office applications, and library-related software
- Strength to push fully loaded carts of library materials and to lift library materials weighing up to 40 pounds