



SUBSTITUTE LIBRARY CLERK

Job Description

Position Details: Tolono Public Library District is seeking an individual to fill in as needed as a Substitute Clerk. As a Substitute Clerk, you are the first point of contact for our patrons. In this role, you 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.

Schedule - Substitute Shifts:

Tolono Public Library District needs Substitute Clerks to fill in gaps as needed.

Reports to: Library Director

Job Preferences:

- Customer service experience preferred
- Flexible schedule and willing to work hours upon request.

Essential Functions and Responsibilities:

Creates a welcoming environment by providing courteous and professional customer service to patrons in person and over the phone.

1. 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.
2. Maintains the confidentiality of patron records.
3. Promotes upcoming library programs, events, and current electronic resources.
4. Collaborates alongside Lead Clerk for Library events, programs, etc.
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 picklist to fill hold requests.
9. Ensures an accurate library by shelf reading and shelving of library materials.
10. Willing contribute to work-related discussions.
11. Performs other duties as assigned or required.

Skills:

- High School Diploma or equivalent.
- Familiarity with computers, email, Internet, etc.
- Ability to troubleshoot basic technology issues.

- 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 (reasonable accommodations may apply).