



POSITION DESCRIPTION: Circulation Clerk
STATUS: Part-time Non-exempt
GRADE: C

DEFINITION: This is a support staff position responsible for performing the day-to-day operations of the Tinley Park Public Library Circulation Services Department. This position provides services to all patrons and helps facilitate the smooth operation of the Adult Services Department and the Youth Services Department. The Circulation Clerk's work is performed within established library policies and procedures. Supervised by the Circulation Services Manager.

- Conducts themselves in a manner aligned with the Library's Mission, Vision, and Values
- Provides consistent, gracious, and friendly service to Library patrons and fellow staff
- Understands and complies with the Library's policies and procedures while safeguarding confidentiality and restricted information
- Exhibits a willingness to go above and beyond the call of duty to meet patrons' requests and to promote a positive image of the Library throughout the community
- Actively pursues opportunities to increase knowledge of related current technology and library trends
- Will promote safety among co-workers and ensure that good communications on all risk and safety matters are achieved
- Will obey and adhere to all safety rules and established work practices
- Will promptly report to their immediate supervisor all unsafe actions, practices, or conditions they observe
- Will attend at least one safety training class per year
- Performs other duties as assigned

DUTIES AND RESPONSIBILITIES:

Service Responsibilities:

- Assists patrons at the front desk and on the phone
- Issue library cards and enter patrons' application information into the SWAN database
- Gives general orientation to new library card holders and communicates library policy to patrons
- Answers directional questions about the library and refers patrons to appropriate staff
- Checks items in and out using SirsiDynix Symphony circulation software
- Assists patrons with self-checkout
- Registers patrons for programs and events
- Answers and routes incoming telephone calls

Operations:

- Uses a Point of Sale system to process payments
- Empties the bookdrop
- Operates the fax machine



- Responsible for opening and closing procedures within the Circulation Services Department
- May perform the processing of incoming and outgoing inter-library loan items
- May shelve materials

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to effectively and courteously communicate and interact with patrons requesting information and services
- Ability to work in a professional and courteous manner with staff members
- Ability to recognize the need to refer problems to the Department Manager, Assistant Manager, or a Circulation Assistant
- Ability to type/keyboard with a high degree of accuracy and neatness
- Ability to use computers, telephone and office equipment
- Knowledge of and ability to use PCs and Microsoft Office programs
- Willingness to learn new technologies
- Ability to concentrate and pay attention to details
- Ability to collect fines and make appropriate change
- Ability to alphabetize and learn the Dewey Decimal System
- Ability to bend, stoop, and stand for long periods of time
- Ability to move a cart loaded with up to 100 lbs of books and other materials
- Ability to lift boxes of books and other library materials weighing up to 25 lbs
- Ability to prioritize and delegate tasks
- Ability to read, write and speak English

QUALIFICATIONS

- High School graduate
- Two years prior work experience
- Access to transportation
- Evening and weekend hours required

Approved 5/00
Revised 4/08, 8/10, 9/12, 5/13,
10/15, 6/18, 5/21,
9/23, 5/24