



LAKE VILLA DISTRICT LIBRARY
Job Description

| JOB TITLE | | DEPARTMENT | PAY GRADE |
|--------------------------------------|--|------------------------------|-----------|
| Circulation/Inter-Library Loan Clerk | | Circulation Services | 4 |
| CLASSIFICATION | SCHEDULE | REPORTS TO | |
| Part-Time Non-Exempt | TBD – may include daytime, evening, and weekend hours | Head of Circulation Services | |

POSITION SUMMARY

Under the supervision of the Head of Circulation Services, this employee provides direct customer service support to the public. This includes a variety of tasks in the Circulation Department and business center.

ESSENTIAL RESPONSIBILITIES

- Provides welcoming, courteous, and accurate service while ensuring a positive library experience to all.
- Greets every visitor and directs them to appropriate areas of the library.
- Assists patrons with utilizing business center equipment, including computers, printers, photocopiers, scanner and fax machine.
- Answers incoming telephone calls and provides general information and routes calls to appropriate destination.
- Issues and/or renews library cards for patrons and troubleshoots patron library card accounts.
- Orients new patrons to use of the library via handouts and library tours.
- Checks library materials in and out and assists with the operation of the automated material handling system.
- Renews materials and places holds on items.
- Processes patron library material requests and materials from the ILL delivery service.
- Maintains patron hold shelves.
- Routes outbound library materials.
- Troubleshoots library equipment (self-checkouts, business center, automated sorter, receipt printers, etc.); communicates issues to appropriate staff.
- Accepts and processes payments.
- Assists with curbside and delivery services.
- Performs other duties as assigned.

INTER-LIBRARY LOAN RESPONSIBILITIES

- Processes ILL transactions: searches, requests, receives and returns.
- Responsible for all aspects of book discussion process.
- Responds to patron or staff questions relating to ILL requests in the absence of ILL Manager.

KNOWLEDGE / SKILLS / ABILITIES

- Commitment and desire to provide excellent service to library patrons.
- Ability to deal courteously and diplomatically with the public.
- Ability to maintain confidentiality and exercise discretion with patrons.
- Ability to communicate clearly and effectively.
- Ability to comprehend oral and written instructions.
- Ability to work with efficiency and accuracy.
- Ability to enter and retrieve data using computer.
- Ability to follow directions and complete tasks.
- Ability to establish and maintain harmonious working relationships.
- Awareness of library resources, practices, policies, and procedures.
- Ability to use good judgment in making decisions and referring questions to appropriate staff.
- Ability to use keyboard, computer, cash register, integrated office software and other electronic devices.
- Supports LVDL mission and demonstrates a commitment to the library's strategic plan.

QUALIFICATIONS

- High school diploma or equivalent.
- Customer or service-based experience required.
- Computer experience and the ability to use common computer applications highly preferred.
- Ability to work daytime, evening, and weekend hours.
- Access to transportation.

Physical Requirements: (Requests for reasonable accommodations to these requirements may be considered):

- Ability to see, walk, sit, speak and hear.
- Ability to read, write, and communicate fluently in English.
- Frequently entering data on a keyboard and reading computer screens.
- Frequently standing/sitting at and using a computer.
- Physical ability to stand for extended periods of time.
- Ability to move from one area of the library to another area.
- Ability to bend, stoop, kneel, and stretch.
- Physical dexterity to reach shelves of various heights.
- Ability to sort, lift and carry items up to 20 pounds.
- Ability to push/pull a carts of 150 pounds or higher.
- Ability to perform repetitive hand motions for extended periods of time.
- Visual acuity sufficient to read various font sizes.