



Collinsville Memorial Library Center  
408 West Main Street  
Collinsville, IL 62234

Fairmont City Library Center  
4444 Collinsville Road  
Fairmont City, IL 62201

Historic Blum House  
414 West Main Street  
Collinsville, IL 62234

**Last Revised: November 2023**

## **JOB TITLE**

Level 2 Library Clerk

## **GENERAL STATEMENT OF RESPONSIBILITIES**

Under the administration of the Circulation Supervisors, Library Clerks work directly with the public in the performance of library services and implementation of library policy.

## **SUPERVISION**

Work is performed with some independence under the guidance of Circulation Supervisors. Work is reviewed through regular conferences, prepared reports, observation, and evaluation.

## **MINIMUM QUALIFICATIONS**

- High school diploma or equivalent preferred
- Two years of previous customer service experience preferred
- Bilingual in English/Spanish preferred
- May require pre-employment testing

## **PAY GRADE AND FLSA STATUS**

Starting pay is \$14.00/hour. This is a part-time, hourly-waged, FLSA non-exempt position.

## **WORK SCHEDULE**

Library Clerks may work daytime, evening, and/or weekend hours as needed, including at least one Saturday per month. Level 2 Library Clerks work no more than 1,000 hours per year (an average of 18-19 hours/week). Work schedules may be adjusted by the Circulation Supervisors, Assistant Director, and/or Executive Director to reflect staffing needs.

## **CONTINUING EDUCATION**

Attendance at in-house training and meetings is mandatory. Other continuing education and training opportunities are not required, but are strongly recommended. These opportunities include, but are not limited to, library system programs and Illinois State Library programs.

## **NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to work and communicate effectively and courteously with the public and library staff using clear and concise written, verbal, and nonverbal communication skills
- Knowledge of professional library principles, methods, materials, and practices
- Skill in preparing, organizing, and maintaining patron records
- Ability to work independently under general supervision

- Ability to work with the public and staff in general and difficult situations
- Ability to complete tasks in a timely manner
- Ability to establish and maintain effective working relationships with Board members, library staff, and the general public
- Ability to handle confidential matters with considerable tact and discretion
- Ability to follow oral and written instructions
- Ability to follow a task through to completion
- Ability to bend, stoop, lift, push, and carry with or without accommodations
- Ability to stand or sit for extended periods with or without accommodations
- Knowledge of circulation workflows and library materials' organizational systems
- Ability to comfortably use and troubleshoot the library's circulation system software, computers, and other office machinery
- Ability to use the Internet, email, and other programs and applications
- Ability to effectively problem solve
- Ability to utilize skills in any MVLD facility

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Familiar with all Library, SHARE, and library system policies and procedures and able to make decisions in accordance with them
- Provides consistent, accurate, gracious, and friendly service to fellow staff and patrons
- Registers and renews patron accounts and maintains correct contact information for patrons
- Checks out and discharges library materials
- Notifies patrons of overdue items and fines/fees/bills
- Assists with using the online catalog and e-resources
- Assists with weeding and inventory projects
- Monitors library materials for damage and/or wear-and-tear and takes appropriate action
- Shelves returned materials
- Submits interlibrary loan requests and processes interlibrary deliveries
- Assists with programs and display creation
- Accurately handles and records cash, check, and credit card payments; balances the register and runs the debit/credit reports; and secures the money drawer and deposits
- Assists patrons in obtaining information and materials; manages special patron requests
- Provides feedback in the formulation of library policies and procedures
- Evaluates and recommends new or modified services and technologies to improve services to the public
- Assists with homebound services as assigned
- Reports issues with building and grounds, patrons, or staff to Assistant Director and/or the Executive Director
- Barcodes and/or processes new materials as assigned
- Assists with directing community service workers and other volunteers
- Assists with other duties as assigned by the Circulation Supervisors, Assistant Director, or Executive Director

#### **OTHER**

- This job description is not intended to imply that the duties above are the only duties to be performed by the employee(s) in this position. Employees may be assigned other duties in

addition to or in lieu of those described above and any duties are subject to change at any time.

- Employment is considered to be “at will.”
- Employment is contingent upon the results of a criminal background check. “Hits” listed in the background check results will be reviewed to determine if the results are directly related to relevant job or work environment matters.
- Candidates are encouraged to apply if they can fulfill the requirements and abilities with or without accommodation.
- The MVLD is an equal opportunity employer.