



Mississippi Valley Library District

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: January 2023

JOB TITLE

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

This position will be paid at an hourly wage within the parameters of the MVL D's salary scales. This is a part-time, hourly-waged, FLSA non-exempt position.

WORK SCHEDULE

Library Clerks are called upon to work daytime, evening, and weekend hours as needed. Clerks will 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 trainings 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 collects money, enters it into the cash register, and makes change; accurately submits debit/credit payments using correct procedures; balances the register and runs the debit/credit reports at closing time; 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.