

ROUND LAKE AREA PUBLIC LIBRARY

POSITION: Bilingual Interlibrary Circulation Clerk I

SCHEDULE: 19 hours per week, including morning, afternoon, evening, and weekend hours. Schedule is subject to change from week to week.

SALARY: \$9.37 - \$14.07 hourly (depending on qualifications)

SUPERVISOR: Head of Circulation

POSITIONS DIRECTLY REPORTING TO THE INTERLIBRARY CIRCULATION CLERK I: None

PERSONAL ATTRIBUTES: The candidate must have a high standard of customer service, be friendly and cooperative, and strive to provide excellent customer service to patrons and staff.

QUALIFICATIONS FOR APPOINTMENT:

- A high school diploma or GED is required.
- Bilingual ability to speak, read, and write in English and Spanish is required.
- Ability to become a passport acceptance agent.
- Ability to become a notary public.
- Ability to become a voter registrar.
- Must not have been convicted of any felony offense or serious misdemeanor offenses.
- All applicants are subject to a background check and employment is contingent on passing those assessments.
- Knowledge of Microsoft Windows, Office, Excel, and Outlook Software is required.

DUTIES AND RESPONSIBILITIES

ESSENTIAL FUNCTIONS

- Register voters.
- Provide notary services.
- Accept passport applications.
- Process interlibrary loans from initial patron request to delivery of borrowed material.
- Process delivery and return of interlibrary loan requests from other libraries.
- Keep records and statistics regarding interlibrary loans, generating reports as required.
- Provide basic interlibrary loan assistance to patrons, referring users to the reference desks as needed.
- Check library materials in and out, and enter transaction records into a computer data base.
- Empty book drops, check items in, inspect incoming items for damage, and place security cases on materials as needed.
- Inform patrons that their reserve item is ready for pickup, weed expired reserves, and fill new reserves.
- Explain library card rules to library users, inspect users' identification, and issue library cards.
- Retrieve information from a computer and notify library users of overdue and lost books.

- Handle cash and credit transactions from library users.
- Answer Phones/TDD and transfer calls to appropriate staff.
- Perform library opening and closing procedures as required.
- Answer library users' questions and explain library circulation policies regarding overdue materials, reserving library materials, and related policies.
- Refer library users requiring professional assistance to the appropriate staff person.
- Resolve simple library user problems related to the circulation or interlibrary loan functions.
- Provide assistance and back-up for other areas of the Circulation department as needed.
- Sell snacks, friends' books, and other items.
- Demonstrate continuous effort to improve operations, decrease turn-around times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- May do some programming from time to time.
- Attend Department Meetings and other meetings.
- Perform related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

- Ability to establish and maintain effective working relationships with staff, other agencies, and the general public.
- Ability to work courteously and tactfully with customers and employees.
- Ability to gain the cooperation of others in sensitive, emotional, or hostile situations.
- Ability to work a flexible schedule that will include days, evenings, and weekends.
- Ability to handle money.
- Ability to use a computer and a variety of software programs.
- Ability to meet schedules and time lines.
- Ability to take direction from supervisor.
- Ability to positively and effectively interact with diverse individuals to accomplish a common goal.
- Ability to physically perform the essential job functions.
- Ability to display creativity, accountability, and flexibility in implementing the library mission statement and service goals.
- Ability to keep accurate records and follow through on details.
- Ability to work with numbers accurately and understand verbal and written instructions.
- Ability to assist in maintaining public safety in the library and on library grounds.
- Knowledge of library policies and circulation/ILL procedures.
- Knowledge of proper telephone/TDD techniques.
- Excellent oral and written communication skills.
- Excellent customer service skills with warm, caring attributes and a sense of humor.
- Excellent interpersonal skills using tact, patience and courtesy.

WORKING CONDITIONS:

- While performing the duties of this job, the Interlibrary Circulation Clerk I is regularly required to stand; walk; run; sit; use hands to finger, handle, or feel; reach with hands and arms; push; pull; carry; climb; stoop; bend; stretch; kneel; talk and hear.
- The Interlibrary Circulation Clerk I may be required to remain in a standing position for extended periods of time.

- The Interlibrary Circulation Clerk I must occasionally lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.
- Ability to withstand weather extremes.

PHYSICAL REQUIREMENTS

- Regularly required to work in front of a personal computer and operate a telephone and TDD.
- Work is performed inside a typical interior/office work environment.
- Work environment involves minimal exposure to physical risks, such as operating dangerous equipment or working with chemicals.

Note: It should be understood that while this job description sets forth a number of job duties and responsibilities for this position, it is not an employment contract of any kind and can be changed with or without prior notice at any time. Any employment relationship with the Library is legally considered to be one of employment-at-will, in which either party may terminate this relationship for any reason at any time. The Library Board of Trustees and/or its designated representative reserve the right to alter this job description at any time without notice. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.

This position is non-exempt as defined by the Fair Labor Standards Act.