



Code: 0447
Family: Clerical and Office Administration
Service: Administrative
Group: Clerical, Accounting and General Office
Series: General Clerical

CLASS TITLE: SENIOR LIBRARY CLERK

CHARACTERISTICS OF THE CLASS

Under supervision, performs a variety of clerical duties to provide service to library patrons and to support the functions of the Chicago Public Library, and performs related duties as required

ESSENTIAL DUTIES

- Uses the automated circulation system to charge and discharge library materials, compute fines, and maintain patron records
- Processes applications for library cards by reviewing required documents and entering patron data into integrated library system
- Assists in processing interlibrary loan requests
- Prepares catalog entries for the integrated library system, loan slips, and order forms for new library materials
- Maintains and updates bibliographic database records and files
- Registers patrons for library programs by completing and processing appropriate forms
- Checks in new materials to verify shipment orders and enters information into an automated circulation system
- Answers telephones, takes messages, and directs callers to appropriate parties
- Explains library policies and procedures to clerical staff and patrons
- Assists patrons with general inquiries and material searches
- Orders and maintains office supplies and equipment
- Sorts and delivers mail and other materials
- Maintains files and performs general typing
- Compiles statistical data on circulation desk activities and prepares work reports
- Assists in the oversight of the circulation desk and the training of staff on circulation functions
- Assists in shelving library books and materials
- Performs timekeeping duties using the Chicago Automated Time and Attendance system (CATA)
- Locates materials on library shelves and delivers to patrons
- Mends and repairs damaged and worn library books and materials, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- High school diploma or equivalency certificate (GED) plus one year of clerical library work experience; or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment
- General library facility environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)

PHYSICAL REQUIREMENTS

- Some lifting (up to 35 pounds) is required
- Ability to stand for extended or continuous periods of time
- Ability to operate a personal computer in order to access and retrieve books and materials
- Ability to climb staircases, ladders, and/or step stools

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge:

- Library of Congress system
- procedures and methods used in clerical library practices
- intake and customer service methods, practices, and procedures
- *alphabetical or numerical classification of information
- *English language spelling, punctuation, and grammar
- applicable computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules, and regulations

Other knowledge as required for successful performance in the Library Clerk class

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- SERVICE ORIENTATION - Actively look for ways to help people

Other skills as required for successful performance in the Library Clerk class

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences

- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

Other abilities as required for successful performance in the Library Clerk class

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

Other characteristics as required for successful performance in the Library Clerk class

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
February, 2013