CLASS TITLE: LIBRARY CLERK – HOURLY

CHARACTERISTICS OF THE CLASS
Under immediate supervision, performs a variety of clerical duties of a routine and repetitive nature 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 and maintains library catalog files
- Collects library fines and prepares daily cash reports
- Registers patrons for library programs by completing and processing required forms
- Sorts and delivers mail and other materials
- Receives and processes books and materials including scanning new books prior to shelving
- Assists patrons with general inquiries and material searches
- Answers telephones, takes messages, and directs callers to appropriate parties
- Prepares simple reports on work activities
- Assists in shelving library books and materials
- Locates materials on library shelves and delivers to patrons
- Performs routine repairs to damaged or worn library books and materials using tape, glue or plastic covers as required
- Performs light typing and data entry
- Performs timekeeping duties using the Chicago Automated Time and Attendance system (CATA)
- Organizes and maintains public bulletin boards

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 six months of customer service or clerical 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

Some knowledge of:

- 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

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

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 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

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.