



**Code: 0447**

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting and General Office

Series: General Clerical

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## **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

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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.

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City of Chicago  
Department of Human Resources  
February, 2013