



**Code: 0449**

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting and General Office

Series: General Clerical

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## **CLASS TITLE: HEAD LIBRARY CLERK**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, supervises staff engaged in the performance of clerical library 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**

- Assigns, supervises, and reviews the work of staff engaged in charging and discharging library materials, computing fines, and maintaining patron records
- Oversees circulation desk activities, monitoring staff activities to ensure patrons receive services
- Resolves circulation problems with patrons
- Assists patrons using library computers
- Prepares circulation desk work schedule
- Assists in establishing operating work procedures and policies for circulation desk
- Coordinates and monitors the processing of library card applications, payrolls, and/or interlibrary loan requests
- Supervises the maintenance of bibliographic database records and files
- Trains and instructs staff in library rules, regulations, and policies
- Prepares staff performance evaluations
- Coordinates the ordering, maintenance, and repair of library books, office supplies, and equipment and reviews invoices to ensure receipt of materials
- Explains library policies and procedures to clerical staff and patrons
- Responds to and resolves patron complaints
- Prepares statistical and work activity reports
- Assists in shelving library books and materials as required
- Performs timekeeping duties using the Chicago Automated Time and Attendance system (CATA)
- Locates materials on library shelves and delivers to patrons as required
- Participates in and trains library personnel on mending and repairing damaged and worn library books and materials

**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 two years 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**

Some knowledge of:

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

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

Other knowledge as required for successful performance in the Senior 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
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- INSTRUCTING - Teach others how to do something

Other skills as required for successful performance in the Senior 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
  - WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly
- Other abilities as required for successful performance in the Senior 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
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- 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 Senior 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