



Revised 07/21

JOB TITLE		DEPARTMENT	JOB LEVEL
Desk Clerk		Circulation	V
CLASSIFICATION	REPORTS TO	SUPERVISES	
Non-Exempt	Assistant Department Head of Circulation	n/a	

JOB PURPOSE: To provide public service at the Library's Circulation Desk & Drive Up Window

ORGANIZATIONAL RELATIONSHIPS: Supervised by the Assistant Department Head under the direction of the Department Head.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned as necessary.

- Provide high quality public service, handling all routine and complex circulation procedures.
- Set the tone for top notch customer service and maintain a friendly, positive and cooperative attitude with patrons and staff.
- Explain Circulation policies and procedures to the public in a professional manner.
- Maintain awareness of current Library initiatives, programs and events.
- Perform Circulation Desk duties; checking library materials in and out; collecting appropriate fees.
- Perform all aspects of patron registration including entering patron data in the computer.
- Resolve problems relating to materials, which includes notifying patrons of missing parts, searching shelves for missing or mismatched parts, and assessing damage.
- Register patrons for Library programs and issue Museum Adventure Passes.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge and skills required to perform all job functions in the Circulation Department, including but not limited to customer service, drive-up procedures, and registration.
- Outstanding public desk etiquette while representing the library in a professional manner.
- Comfortable with public interactions.
- Commitment to creating a welcoming environment and relate to individuals of diverse background.
- Clear oral and written communication skills for communicating with the public and staff.
- Knowledge of common office equipment and relevant computer software for daily tasks, communication and to maintain workflow.
- Ability to be tactful and respect confidentiality.
- Maintaining a positive approach while doing daily tasks and when faced with adversity.
- Ability to adapt to changing work situations and job requirements.
- Work independently and collaboratively as part of a team.
- Able to work a flexible schedule, including evenings and weekends.

PREFERRED:

- Previous work experience at a Library.
- Experience in working with the public.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS:

- Stamina to handle efficiently a large volume of work at a busy desk.
- Ability to hear, comprehend and respond to staff and the public, both in person and in telephone conversations.
- Ability to operate technology, including computers.
- Ability to lift and carry items weighing up to 40 pounds.
- Ability to maneuver throughout the Library.
- Ability to push a cart of books weighing greater than 100 pounds.
- Ability to sit or stand for extended periods of time during work period.
- Ability to bend and stoop to reach lower areas.
- Ability to work scheduled hours, which may include days, evenings, and weekends, and meet general attendance requirements.
- Commitment and respect for diversity, equity and inclusiveness.

QUALIFICATIONS: High school diploma.

WILL TEACH: Circulation policies/procedures and Library routines.

The Elmhurst Public Library is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Library will provide reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

ACKNOWLEDGEMENT

I have read and understand the essential duties, responsibilities and essential functions of this position. I understand that this does not limit the assignment of additional duties for this position, and that the job duties and responsibilities may change as necessitated by the Library's operational demands.

Employee's Signature

Date