



Code: 0445
Family: Clerical and Office Administration
Service: Administrative
Group: Clerical, Accounting and General Office
Series: General Clerical

CLASS TITLE: LIBRARY CLERK

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 on-line 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 routine 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
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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.

City of Chicago
Department of Human Resources
February, 2013
Minimum qualifications update: December, 2022