

BETHALTO PUBLIC LIBRARY DISTRICT - JOB DESCRIPTION

Position: Clerk 2

Hours: More than 1,000 per year

Anticipated Schedule: Days and/or Evenings (2-3 shifts per week) and Weekends (1 weekend every 4 weeks)

Pay Rate: \$15.50 per hour, IMRF pension fund enrollment

Ages: 18 years and older

General Description: A Clerk 2 is responsible for assisting the Director and Assistant Director with advanced services and projects, assisting patrons with their needs and questions, being knowledgeable about all library services and collections, maintaining a welcoming attitude towards all library staff and patrons, and performing other tasks as assigned.

Duties for this position include, but are not limited to, the following:

- Maintaining a welcoming attitude, including:
 - Greeting patrons
 - Treating patrons with respect
 - Having a friendly attitude towards all patrons
 - Being alert
 - Being interested in helping patrons
 - Providing information to patrons
- Assisting patrons in person, by phone and email, including:
 - Answering phones and transferring calls
 - Contacting patrons for account issues, etc.
- Being knowledgeable about all library services, including:
 - Library policies
 - Polaris online catalog
 - Databases (content, accessing, searching, printing)
 - Events/Programs (date, time, appropriate ages to attend, content)
 - Fundraisers (date, time, appropriate ages to attend, content, use for funds raised)
 - Illinois Heartland Library System, SHARE and courier delivery service
- Assisting with advanced services and projects, including:
 - Leading and/or assisting at library events and programs
 - Designing and filling displays
 - Designing signage, flyers, PR materials, and social media content
 - Assisting with the monthly newsletter
 - Assisting with maintaining and updating the website
 - Processing overdues and bills for library items
 - Managing patron hold requests (identifying and solving potential issues)
 - Creating book lists and reading guides for patron use
 - Assisting with Homebound services, including delivery of items
- Assisting the Director and Assistant Director with hiring and training new staff members

- Performing circulation transactions using Polaris automation system, including:
 - Checking in, checking out (with blocks), renewing items (with blocks)
 - Placing holds
 - Handling payments for fines/fees
 - Registering and renewing patron cards (resident and non-resident)
 - Processing courier deliveries
 - Pulling items to fill requests
 - Processing unclaimed holds
- Contacting other libraries as needed
- Assisting patrons with technology, including:
 - Assisting fully with the library's computer hardware and software
 - Assisting as able with patron's other technology questions
- Assisting with library events and programs
- Adding new magazines to the collection
- Covering new books
- Assisting patrons with copying, printing, scanning and faxing
- Providing curbside services
- Pulling items from the Little House for patrons
- Emptying outdoor book drops
- Assisting patrons with donations and taking these to the garage
- Straightening shelves
- Shelving library items
- Shelfreading
- Shifting
- Cleaning duties
- Attending staff meetings
- Attending continuing education, in person and/or online

Skills required:

- Ability to communicate verbally and in writing with other library staff and with the public
- Ability to follow verbal and written instructions
- Ability to file library materials alphabetically and numerically
- Physical ability to push and pull loaded book carts
- Physical ability to bend, stretch, kneel, and climb on and balance on a kick stool
- Physical ability to lift 25 lbs.
- Ability to work without direct supervision

Other requirements:

- Must be available to work evenings and weekends, as required
- Must be willing to work with others and be cooperative with all library staff
- Must be willing to carry out additional duties not already listed above

Approved by the Board of Trustees of the Bethalto Public Library on the 8th day of August 2024.

Approved – August 8, 2024

Reviewed –

Revised or Amended –