

## CITY OF IOWA CITY – JOB DESCRIPTION

**Position Title:** Library Clerk  
**Job Title:** Adult Services / Community & Access Services Clerk  
**Department:** Iowa City Public Library Services  
**Division:** Adult Services / Community & Access  
**Supervisor:** Adult Services Coordinator  
**FLSA:** Non-Exempt  
**Pay Grade:** 4  
**Job Number:**  
**Date:**

### Job Summary

Under general direction, performs work related to interlibrary loans, to the circulation of library materials, and to answering basic reference and general library services questions. Circulation work may include issuing borrower cards, interpreting and communicating library circulation policies, collecting money for bills and checking out and checking in Library materials. Performs fundamental circulation, clerical and customer service duties. Assists with self-check.

### Essential Job Duties and Responsibilities

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

- Processes interlibrary loan requests on OCLC or other bibliographic utility; processes requests from other libraries to borrow ICPL materials.
- Verifies, locates and replies to interlibrary loan requests; sends out requested materials via mail and state courier system.
- Maintains records of interlibrary loan transactions and correspondence files.
- Sends requests for interlibrary loan materials online; receives and logs materials borrowed from other libraries; checks-in materials.
- Interacts with customers by phone or email regarding interlibrary loan materials; assists customers and staff members in resolving problems associated with interlibrary loan requests.
- Participates in establishing and revising departmental procedures regarding interlibrary loans.
- Serves in Help Desk, evening and weekend rotations. Completes opening and closing duties.
- Assists patrons with materials checkout and holds, issues Library cards and assists patrons with Library card account. Updates and maintains patron records. Collects money for library fines and bills and clears charges from patron accounts.
- Assists patrons in the use of the online catalog, reader's advisory tools and "My Account" online. Helps patrons discover and locate library materials.
- Registers patrons for classes and books meeting rooms.
- Monitors security system and responds appropriately to security alerts.
- Answers all incoming calls to the library Switchboard, and answers callers' questions or transfers calls to other staff.
- Performs clerical tasks related to daily operations, such as generating and sending circulation notices, preparing trapped holds for pickup and contacting patrons to resolve discrepancies with audiovisual materials.
- Manages the visual presentation of the library and lobby. Assures collections are in good condition and displays are filled and appealing to patrons.
- Directs the work of hourly staff and volunteers when staffing the service desk.

- Completes ongoing training and assigned continued education opportunities.
- Answers questions about library services, policies, procedures, and collections. Implements adopted policies and procedures.
- Consistently presents the Iowa City Public Library and its collections, programs, and services in a positive manner and adheres to customer services procedures and guidelines as established by the library.
- Conducts self in a manner which promotes and supports diversity and inclusivity in the workplace and community.
- Performs other duties as assigned.

#### **Minimum Education, Experience, Certification/Licensure, Other**

- High school education or G.E.D. and four to six months of related experience or training; or equivalent combination of education and experience. Experience in library public services or customer service with clerical experience.
- Must pass criminal background check.

#### **Preferred Education, Experience, Certification/Licensure, Other**

- High school education or G.E.D. and seven to twelve months of related experience or training; or equivalent combination of education and experience. Ability to speak Spanish, Arabic, French or Swahili.

#### **Knowledge, Skills, and Abilities**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to communicate tactfully and effectively with other staff and the public in person and on the telephone.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to engage and serve the public in a positive manner.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to reliably and predictably carry out duties.
- Ability to understand and interpret library policies, complex rules and procedures.
- Ability to work in a team environment to deliver library services.
- Ability to work in an innovative and fast-paced public service environment.
- Ability to write simple correspondence.
- Knowledge of circulation policies and procedures.
- Knowledge of library terminology.
- Knowledge of OCLC, bibliographic utilities, and inter-library loan.
- Knowledge of standard library practices and techniques.
- Skill in operating a cash register.
- Skill in using computers and applicable software applications (Microsoft Office – Word, Excel, Outlook), automated system, circulation software.

#### **Supervision**

No supervision of direct reports.

#### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

The noise level in the work environment is usually moderate. Duties are generally performed in an office setting with a controlled environment. The job requires sitting for extended periods of time and the work may expose the employee to unpleasant social situations and significant work pace pressure.

Iowa City is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.