



# The Urbana Free Library

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Date: August 26, 2022

To: The Civil Service Commission, The City of Urbana

From: Celeste Choate, Executive Director of The Urbana Free Library

Re: Update to job description for Circulation Clerk/Information Assistant—Full time/Part time

The Urbana Free Library wishes to change the required education level for the **Circulation Clerk/Information Assistant—Full time/Part time** position to be a high school diploma or equivalent from an associate's degree. Our goal is to open up the position to a larger number of applicants and expand opportunities for more community members.



# INFORMATION ASSISTANT – FULL TIME/PART TIME

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## JOB DESCRIPTION

<b>Department:</b>	Adult & Youth Services	<b>Benefits</b>	Yes (pro-rated for PT)
<b>Division:</b>	N/A	<b>Time:</b>	General minimum of 39 hours per week for Full Time and 20 hours per week for Part Time, including evening and weekend hours, in combination with hours in Circulation if also hired as a Circulation Clerk. Part-time employees may work additional hours above the 20 base hours as requested by their supervisors for the Library's needs.
<b>Job Type:</b>	Civil Service (FT) ; Non-Civil Service (PT)	<b>FLSA Status:</b>	Non-Exempt
<b>Reports To:</b>	Director of Adult & Youth Services and Acquisitions	<b>Pay Grade:</b>	25

## JOB SUMMARY

Information Assistants provide information services, bibliographic instruction, and computer lab assistance to patrons of all ages; participate in outreach and programming; provide excellent customer service; and carry out other duties as assigned. Duties are carried out under specific procedural guidelines and Information Assistants report to the Director of Adult & Youth Services and Acquisitions. Scheduling is coordinated in conjunction with hours worked in other departments, if applicable. A full-time or part-time Information Assistant also may create and/or maintain schedules for Library staff.

## ESSENTIAL FUNCTIONS

- Provides routine information services for patrons.
- Assists patrons with the online catalog, the Internet, computer software, fax, and copier.
- Assists with creation of marketing and display materials.
- Participates in outreach and programming events.
- Upholds Library Rules of Behavior and other Library policies.
- May be a Public Notary.
- May create and/or maintain schedules for Library staff.
- Performs other related duties as assigned.

- Attends department and other meetings as scheduled.

## **JOB REQUIREMENTS**

### **Education & Experience**

- Training or experience in providing information services and technology assistance; experience in adult, teen, or children's services desirable.
- Experience with electronic resources desirable.
- Prior experience with the Polaris ILS desirable.
- ~~Associate's degree~~High school diploma or equivalent required.
- 25 words per minute keyboarding skills.
- One year successful, continuous work experience.
- Public service, library, and supervisory experience all preferred.
- Bilingual skills (especially Spanish, French, or Chinese) desirable.

### **Knowledge of**

- Knowledge of print and digital information sources.
- Creative reference and database skills.
- Working knowledge of basic word processing and spreadsheet software, plus additional Microsoft Office modules.

### **Skills**

- Ability to quickly develop an effective working knowledge of the Library's automation system and of relevant databases.
- Good organizational, interpersonal, and decision-making skills.
- Excellent verbal and nonverbal communication skills.
- Dependability and honesty.
- Strong customer service orientation.
- Commitment to serving a diverse community.
- Physical strength and agility sufficient to perform assigned tasks.

### **Ability to**

- Master complex, detailed routines.
- Understand and follow detailed oral and written instructions.
- Learn and follow all relevant Library policies.

- Complete work with speed and accuracy and handle frequent, sudden task changes effectively.
- Work with the public, visitors, and staff in a consistently friendly and courteous manner.
- Work in a team atmosphere in a consistently cooperative manner.
- Assume responsibility and work neatly, efficiently, and accurately without direct supervision.
- Communicate effectively orally and in writing.
- Enforce Library policies.
- Work full range of Library hours, including evenings and weekends. Maximum availability desirable.
- Work additional hours beyond those regularly scheduled as necessary and for the Library's needs.

#### **Licenses, Certifications, and Memberships Required**

- Willingness to become a Public Notary and to perform all related duties and functions.

#### **CONTACTS: INTERNAL/EXTERNAL**

- Daily contact with patrons and staff.
- Frequent contact with visitors and callers.

#### **SUPPLEMENTAL INFORMATION**

**Working Environment:** *The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- The work will occur primarily at The Urbana Free Library.
- Occasionally, staff perform outreach at offsite locations.
- Typical work schedule could include any hours that the Library is open in addition to time before and afterwards, with flexibility depending on the needs of the department.

#### **Physical Strength and Agility:**

*Physical strength and agility sufficient to perform assigned tasks:*

- While performing the duties of this job, the employee is frequently required to walk, sit, and talk or hear.
- The employee is occasionally required to use hands to handle, feel, or operate objects, tools, or controls; and reach with hands and arms.
- The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

- The employee must occasionally lift and/or move up to 25 pounds.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress; and the ability to adjust focus to both print and electronic text.
- Hearing: Hear in the normal audio range with or without correction.
- Other: Lifting, pushing, and keyboarding.

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

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

The Urbana Free Library is an Equal Opportunity Employer.

Last updated: ~~September 30~~[August 26, 2021](#)



# CIRCULATION CLERK – FULL TIME/PART TIME

## JOB DESCRIPTION

<b>Department:</b> Circulation Services	<b>Benefits:</b> Yes (pro-rated for PT)
<b>Division:</b> N/A	<b>Time:</b> General minimum of 39 hours per week for Full Time and 20 hours per week for Part Time, including evening and weekend hours. Part Time employees may work additional hours above the 20 base hours as requested by their supervisors for the Library’s needs.
<b>Job Type:</b> Civil Service (FT) ; Non-Civil Service (PT)	<b>FLSA Status:</b> Non-Exempt
<b>Reports To:</b> Circulation Manager	<b>Pay Grade:</b> 23 for Circulation Clerks; 25 for Information Assistants

### JOB SUMMARY

The Circulation Clerk performs detailed clerical work that involves the automated circulation of Library materials and the maintenance of related files. Circulation duties demand extensive public interaction, and the clerk must be continually positive and friendly while handling many tasks at once in a busy environment. Duties are carried out under specific procedural guidelines and policies, and the Circulation Clerk reports to the Circulation Manager or senior Circulation Clerks. A full-time or part-time Circulation Clerk may also be trained to work as an Information Assistant, with duties at the first-floor Information Desk, the second-floor adult Reference Desk and computer lab, and the children’s Question Desk. A full-time or part-time Circulation Clerk also may create and/or maintain schedules for Library staff.

### ESSENTIAL FUNCTIONS

- Serves the public at the circulation desk by checking out and checking in library materials, collecting fines, issuing library cards, explaining policies, etc.
- Utilizes the Library’s computer system for various circulation services and functions.
- Answers telephone both for Circulation Services and for the entire Library.
- Issues borrowers’ cards and maintains files.
- Handles monetary transactions with accuracy.
- Processes interlibrary loans (FT) and hold requests.
- Represents the Library at outreach events in the community.
- Shares responsibility for the smooth running of the circulation desk, including maintaining a prompt and reliable attendance record.

- Supervises staff and manages workflow in the absence of senior Circulation Clerks.
- Ensures the security of Library items and that equipment is in proper working order for a secure collection.
- May create and/or maintain schedules for Library staff.
- Performs other related duties as assigned.
- Attends department and other meetings as scheduled.

## **JOB REQUIREMENTS**

### **Education & Experience**

- ~~Associate's degree~~ High school diploma or equivalent required.
- 25 words per minute keyboarding skills.
- One year successful, continuous work experience.
- Public service, library, and supervisory experience all preferred.
- Bilingual skills (especially Spanish, French, or Chinese) desirable.

### **Knowledge of**

- Basic word processing and spreadsheet software.
- General office and clerical procedures.

### **Skills**

- Strong commitment to excellent public service; friendly, energetic, and adaptable.
- Good organizational, interpersonal, and decision-making skills to work effectively with patrons, staff, and visitors.
- Excellent verbal and nonverbal communication skills.
- Dependability and honesty.
- Physical strength and agility sufficient to push loaded book trucks, to lift and carry up to 40 pounds, to access high and low shelves, and to work on one's feet for an entire shift.
- Ability to assume responsibility and work neatly, efficiently, and accurately without direct supervision.

### **Ability to**

- Quickly develop a thorough knowledge of the Library's circulation system and security system.

- Quickly develop a thorough knowledge of circulation procedures and activities.
- Master complex, detailed routines.
- Understand and follow detailed oral and written instructions.
- Learn and follow all relevant Library policies.
- Complete work with speed and accuracy and handle frequent, sudden task changes effectively.
- Work with the public, visitors, and staff in a consistently friendly and courteous manner.
- Work in a team atmosphere in a consistently cooperative manner.
- Communicate effectively orally and in writing.
- Enforce Library's policies.
- Work full range of Library hours, including evenings and weekends. Maximum availability desirable.
- Work additional hours beyond those regularly scheduled as necessary and for the Library's needs.

**Licenses, Certifications, and Memberships Required**

- None.

**CONTACTS: INTERNAL/EXTERNAL**

- Daily contact with patrons and staff.
- Frequent contact with visitors.

**SUPPLEMENTAL INFORMATION**

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Last updated: ~~March 28~~[August 26](#), 2022