

**Deerfield Public Library**  
**Job Description**  
**Support Services Clerk**

**Job Summary**

The Support Services Clerk is responsible for assuring high patron and employee satisfaction with all aspects of Support Services in accordance with current Library policies and procedures and in cooperation with other departments and the Library mission and vision.

This position requires a high level of accuracy and competencies with current technology.

Responsibilities include:

- accurately and neatly processing library material
- correcting serial and item records
- cleaning, maintaining and repairing library material
- appropriately de-processing withdrawn material
- sorting and routing mail
- checking in or routing materials received from other libraries

**Essential Job Functions**

1. The Support Services Clerk is responsible to the Head of Support Services for supporting the goals of the Support Services department in all matters, in accordance with current Library policies and procedures.
2. Provides services in a timely manner, consistent with a high level of service. Behaves in a manner consistent with cheerfulness and optimism, and conveys the same to patrons and staff. Assures high patron and staff satisfaction in all transactions. Assures the prompt, appropriate handling of patron requests.
3. Performs accurate materials processing for the library by accepting deliveries, sorting, labeling, repackaging and covering material as needed.
4. Performs prompt, necessary and appropriate cleaning and/or repair of library material to ensure good stewardship of library resources.
5. Dispatches all material in a timely manner to ensure prompt availability.
6. Performs accurate security tagging of materials to ensure optimal use of self-check stations and automated material handling system.
7. Performs accurate recording and claiming of periodical material for timely availability to the public.
8. Ensures that materials from other libraries are processed for patrons.

9. Prepares withdrawn material for dispersal and maintains accurate catalog records.
10. Demonstrates good judgment in the interpretation of library and departmental policies.
11. Utilizes technologies that support departmental functions, such as the library information system. Also has a working knowledge of and ability to use Microsoft Word, Excel, as well as the Internet and email.
12. Maintains a safe and welcoming environment for all Library patrons and staff.
13. Performs all work in a safe and courteous manner, including during emergencies.
14. Commits to a continuous learning environment for self and others.
15. Performs other duties as assigned.

### **Interactions**

The Support Services clerk interacts with the entire staff of the Support Services department and other library departments. May occasionally also interact with patrons.

### **Scheduling**

This position may require working during any of the hours that the Library is open. Although a weekly schedule is established, the needs of the Library may require schedule changes and flexibility.

### **Physical and Mental Job Conditions**

This job requires:

- A. Sitting and standing for long periods of time.
- B. Manual dexterity.
- C. Concentrating and paying attention to detail for long periods of time.
- D. Safely pushing carts loaded with up to 100 lbs. of materials, and safely lifting boxes of up to 25 lbs. of library materials and supplies.
- E. Crouching, kneeling, climbing onto or sitting on low stools to retrieve materials from high or low shelves.
- F. Typing (keyboarding) accurately and rapidly.
- G. Printing legibly.
- H. Looking at a computer screen and retrieving and processing information for long periods of time.

### **Qualifications**

#### **A. Education or equivalent**

High school diploma or equivalent. Some college or Library Technical Assistant (LTA) certificate preferred.

#### **B. Experience**

Competent user of automated services and related technologies. Excellent communication skills.

**C. Specialized Training**

**D. Certification/Licensure**

**Disclaimer:**

This description is not a complete list of specific duties and responsibilities. It does not limit or modify the right of the Head of Support Services to assign, direct, and control the work of the Support Services Clerk. The use of particular examples describing duties does not exclude other similar duties.

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