

## Job Description

**Job Title:** Library Support Clerk

**Job Code:** 907006

**Job Family:** Library

**Pay Grade:** JC.13.12

**FLSA:** Non-Exempt

**EEO:** Administrative Support

**Department/Agency:** Library

**Position Number(s):** Multiple

**Recommended Position Title(s):** Support Clerk, Inter-Library Loan (ILL) Support Clerk

**The following Core Competencies apply to everyone and are essential to all County jobs:**

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork– Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

**Essential Duties:**

- Processes Inter Library Loan (ILL) lending requests from other libraries; accesses requests from several interlibrary loan databases and searches for availability and location; communicates with public service staff for shelf checks; updates interlibrary loan databases for responses; maintains statistics; charges out loans.
- Processes ILL borrowing requests for patrons; locates bibliographic and interlibrary loan systems for requests; dispatches requests by mail, internet, or telephone; monitors requests; creates temporary catalog records for borrowed materials; maintains, updates and edits online requests; consults with patrons and provides resources; answers patron questions; maintains statistics.
- Prepares outgoing mail, opens and sorts incoming mail; communicates with external couriers.
- Assists the Document Delivery Librarian with other tasks related to the development of the unit; develop and revise custom holdings groups and paths for borrowing.

**Supervisory Responsibilities:**

- Yes  No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

***Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.***

**Minimum Job Requirements:**

High school diploma or equivalent.

***Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.***

**Preferred Job Requirements:**

One (1) year of clerical experience using computer systems and software; one (1) year of customer service experience, preferably in a library or academic environment.

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**Education/Experience Substitutions:**

Yes  No Experience may be substituted for degree.

Yes  No Education may be substituted for experience.

**Physical, Environmental, and Special Working Conditions:**

Lifting weight: 50 lbs.

All County employees may be called upon to assist other departments/agencies in a declared emergency situation.