

Library Clerk

Bethlehem Public Library

Position Title: Library Clerk

Position Description: Interacts directly with library users at the circulation desk, performing a variety of clerical tasks dealing primarily with the circulation of materials to library users.

Immediate Supervisor: Director or Assistant Librarian as designated

Necessary Qualifications and Abilities:

- Proficient computer and office equipment skills, including using a PC with Microsoft Office software, a copier/fax/scanner
- Patience in assisting patrons with basic technology questions
- Accurate keyboarding and data entry skills
- Strong customer service skills
- Communicate professionally in person, mail, email, or by telephone.
- Accuracy and attention to detail
- Strong interest in reading and libraries
- Accuracy in making change and have basic math skills
- Able to work with frequent interruptions
- Able to work unsupervised and be expected to solve problems and serve library users independently.
- Ability to handle situations with tact, courtesy, and good judgment, and to keep patron information confidential
- Must be able to work evenings and Saturdays.

Essential Duties and Responsibilities:

- Greets library users and answers telephone in a pleasant and professional manner, dealing with patrons of various ages and abilities.
- Uses library automated circulation system to circulate materials to library users including checking materials in and out, processing holds, registering borrowers, collecting fines and fees.
- Discusses overdue books with patrons.
- Assists in operations: opening and closing the library, emptying book drop, light cleaning, shoveling of walk.
- Attends to public use of equipment: adds paper, assists library users with computers
- Provides users with general information about library services.
- Participates in meetings and programs as required.
- Working knowledge of all library policies
- Maintains patron confidentiality and privacy at all times
- All other duties as assigned.

NOTE: This job analysis describes the nature and level of assignments normally given in this position; not an exhaustive list of duties. Additional related duties may be assigned.

Adopted: February 7, 2009

Edited: March 27, 2014