

# **BRADLEY PUBLIC LIBRARY DISTRICT**

**Job Title:** Circulation Clerk

**Department:** Access Services

**Reports to:** Access Services Coordinator

**FLSA Status:** non-exempt

**Job Summary:** Provides services to library patrons at the Circulation Desk including performing various clerical tasks related to the circulation of library materials and assisting patrons utilizing library services.

## **Essential Functions:**

- Charges and discharges library material.
- Sorts, shelves, and maintains shelf order of all library materials.
- Processes interlibrary loan transactions and hold requests.
- Greets patrons and answers or directs patron inquiries received in person or by phone.
- Assists patrons with computers, copiers, and other library equipment.
- Issues and renews library cards.
- Provides general building orientation and service overview to new patrons.
- Collects payments for fines, fees, and other services.
- Performs patron program registration functions.
- Performs clerical tasks such as filing, typing, copying, etc.
- Processes patron notices and circulation reports.
- Maintains neatness of public areas including desks, counters, shelves, and tables.
- Performs opening and closing routines.
- Assumes related duties and projects as assigned.

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

- Knowledge of library-related technology and equipment.
- Knowledge of Windows operating system, Microsoft Office applications, and library digital resources.
- Knowledge of alphabetic and numerical filing rules.
- Excellent organizational, interpersonal, and communication skills in a team environment.
- Excellent customer service skills.
- Ability to put materials in order alphabetically and numerically.
- Ability to be accurate, detail oriented, and efficient in performance of assigned duties.
- Ability to follow written and verbal directions.
- Ability to effectively communicate orally and in writing.
- Ability to count money and make change.

## **Working Conditions/Physical Requirements:**

- Indoor office environment.

- Prolonged sitting and standing; regular bending, reaching, pushing carts, and lifting moderately heavy loads (up to 20 lbs).
- Ability to hear and respond to people both in person and by phone.
- Ability to see computer screens.

**Qualifications:**

- High school diploma or equivalent.
- Previous experience in customer service environment preferred.