

Branch Clerk (Full-Time)

Job Description

Position Summary

The Branch Clerk is responsible for the daily operation of an assigned library branch, ensuring excellent customer service, efficient workflow, and a welcoming environment for patrons. This position oversees branch operations, supports library staff, assists patrons with library services, and helps maintain library collections and facilities. The Branch Clerk works closely with library administration to ensure consistent and effective branch operations. The duties for this position include, but are not limited to:

Essential Duties and Responsibilities

Branch Operations & Public Service

- Oversee the daily operations of the assigned library branch.
- Supervise and support branch staff to ensure excellent customer service and efficient daily operations.
- Oversee branch scheduling, staffing, and workflow.
- Maintain a safe, organized, and welcoming branch environment.
- Assist patrons with circulation services, reference referrals, library accounts, and general customer service.
- Assist with routine library tasks such as shelving, collection maintenance, patron support, and basic technology troubleshooting.
- Ensure library policies and procedures are followed.

Collection & Administrative Support

- Assist in branch-level collection development.
- Monitor library materials and report collection needs to administration.

- Coordinate with administration and other departments as needed.
- Maintain records and complete reports as assigned.

Additional Responsibilities

- Perform other duties as assigned.

Minimum Qualifications

- High school diploma or equivalent required.
- Must pass a background check.
- Library or customer service experience preferred but not required.

Required Knowledge, Skills, and Abilities

- Strong customer service and interpersonal skills.
- Good organizational and time management abilities.
- Ability to supervise daily workflow and work cooperatively with staff.
- Basic computer skills, including Microsoft Office.
- Ability to communicate effectively with patrons, coworkers, and administration.
- Ability to work independently and make sound decisions within established policies.

Work Environment & Expectations

- Full-time (40 hours per week).
- Occasional evening or weekend hours based on library scheduling needs.
- Light physical tasks including lifting up to 25 pounds, shelving materials, and moving library equipment or furniture as needed.
- Leave accrual follows the Grant Parish Library (GPL) Leave Policy.