

JOB POSTING



Position: Library Assistant – Circulation

Status: Non-Exempt

Range: \$10.25 – \$15.50

Reports to: Circulation Supervisor

Supervises: None

JOB SUMMARY

Incumbents in this position are expected to perform routine customer service and clerical tasks at the Checkout Desk and self-service kiosks, as well as sort returned material according to classification code and return material to the shelves, files or other designated areas as required. Library Assistants will have extensive contact with the public, both in person and via telephone, addressing general inquiries regarding the library, its policies and collections. The position requires the incumbent to work in a fairly independent manner, possess excellent communication skills, and be able to refer patrons to professional library staff for in depth assistance. Additionally, Library Assistants monitor shelving and other areas to verify that material is displayed in its correct order according to library standards. Library Assistants can also assist patrons with electronic equipment or services. Additionally, incumbents can be responsible for assisting with meeting room bookings, including setup and tear down when needed.

ESSENTIAL JOB FUNCTIONS

1. Operate a computer utilizing a Windows operating system.
2. Check-out/in, renew or reserve library materials, collect fees and issue memberships.
3. Communicate courteously and promptly in face to face interactions with the general public.
4. Answer the telephone and handle a multi-line phone system.
5. Communicate library rules and regulations to patrons.
6. Sort and shelf returned material according to classification code and need for repair, and return them to shelves, files or other designated storage area.
7. Verify books are shelved in order according to current library standards.
8. Answer inquiries of a non-professional nature and refer persons requiring professional assistance to librarians.

9. Assist patrons in use of electronic equipment and services.
10. Set up meeting rooms and follow room booking procedures.
11. Other duties as assigned.

KNOWLEDGE, SKILL AND ABILITIES

1. Ability to communicate effectively in written and oral formats.
2. Ability to add, subtract, multiply, and divide using whole numbers and decimals.
3. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
4. Ability to handle problems and make decisions involving several concrete variables in standardized situations.
5. Ability to function independently, have a flexible nature and the ability to work effectively with patrons, co-workers and others.
6. Ability to perform work in a highly detailed manner.
7. Ability to operate a multi-line telephone system.
8. Ability to handle multiple projects and assign priorities.
9. Must be able to read, write, speak, hear, and understand the English language.
10. Must be able to operate a computer or other device using a Windows operating system.
11. Ability to operate a variety of library and office equipment including, but not limited to, printer, FAX, copier, paper folder, and postage meter.
12. Visual acuity and physical skills necessary to retrieve library materials from shelves and storage areas and the dexterity to maintain library materials and operate equipment. The incumbent is required to have the physical ability to push/pull fully loaded book carts and lift/carry materials weighing up to 40 pounds.

WORKING CONDITIONS

1. Generally will work within a normal office environment with minimal discomfort due to extreme temperatures, dust, and noise.
2. Job requires sitting, standing, walking, bending, reaching, lifting, stooping, kneeling and crouching. Some activities are of a repetitive nature.
3. Requires the use of a video display monitor, keyboard, and mouse. Requires the use of a telephone.
4. Employees may interact with public or staff in interpreting and enforcing library policies and procedures. At times, this may include personally challenging situations with disgruntled individuals.
5. Work hours will be varied and include evening and weekend hours, including Sunday.

EDUCATION, EXPERIENCE AND TRAINING

1. Must possess a High School Diploma or G.E.D. Certificate.
2. Customer service experience is preferred.
3. Computer experience required.

Interested individuals should submit a job application to:
Human Resources,
Portage District Library,
300 Library Lane,
Portage, MI 49002

or send e-mail to: jobs@portagelibrary.info .

For additional information, please call Rob Foti at (269) 585-8702. Visit the Portage District Library's website at www.portagelibrary.info and click on About the Library to access job openings and applications.

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