

Job Title: Clerk – Circulation Services
Supervisor: Library Director
Starting wage: \$10.00 per hour
Scheduled hours: Part-time up to 20 hours per week
Schedule: Day, evening and weekend hours
(Tentative: Tues & Wed 10:30-1:30, Thurs & Fri 2:30-4:30, every other Saturday)

Description

Under the supervision of Library Director, responsible for providing prompt and friendly customer service to patrons of all ages.
Responsible for maintaining the physical space of the library, including the Circulation area, in a neat and pleasant manner.

Duties

Greet patrons as they enter Library
Answer the telephone promptly and professionally, routing as appropriate
Accurately and efficiently assist library patrons in using the library, including but not limited to:

- Open new library accounts, after verifying identity and residency
- Answer questions about library accounts and resolve issues
- Check materials out to patrons and back in to the library using proper procedures
- Collect fines and fees using appropriate procedures and equipment (cash register)
- Locate items in collection or using inter-library loan (MeL)

Sort and shelve materials; shelf read as necessary
Inspect incoming materials for damage and repair or route as appropriate
Retrieve mail and process or route as appropriate
Troubleshoot minor computer issues
Assist with library programs as required
Assist Director with Board meeting materials (gather, copy, collate and distribute)
Attend monthly Board meetings and create Minutes as needed
Monitor inventory of Circulation supplies and request restocking as necessary
Maintain statistics and compile for Director as required
Provide purchase recommendations for books, audiobooks, videos and other materials
Other duties as assigned

Knowledge, Skills and Abilities

Strong commitment to public service
Ability to work with patrons of all ages in a friendly and efficient manner
Attention to detail and commitment to accuracy
Ability to maintain confidentiality of patron records
Ability to read and understand written English
Ability to add, subtract, multiply and divide all units of measure
Knowledge of, or ability to learn, library principles and practices
Ability to use computers, including Microsoft Office and library-specific software
Ability to use a telephone and other forms of communication, including email
Ability to use a copy machine and other office equipment
Ability to adapt to changing situations
Excellent problem-solving skills and initiative
Excellent oral and written communication skills
Neat personal appearance
Ability to sit, stand, bend, reach, stoop or crouch and to walk for extended periods of time
Ability to lift and carry boxes up to 25 lbs. and push carts weighing up to 200 lbs.

Experience and Training

High school diploma or GED.
One year relevant customer service experience.
Library experience preferred.

This job description is not, nor is it intended to be, a complete statement of all duties, functions and responsibilities which comprise this position.

WE'RE HIRING

Do you enjoy helping people and solving problems while focusing on details? Are you fun and flexible?
If so, you may be the perfect individual to join our team!

Library Assistant – Circulation

Part-time - 12-20 hours per week, including evenings and Saturdays

\$10.00 / hour

Responsibilities include providing exceptional customer service to all library patrons, checking materials in and out of the collection, shelving materials, and processing inter-library loans. Will also assist with programs and special events, including Board meetings.

Required skills include strong attention to detail and commitment to accuracy, ability to work with people of all ages and backgrounds, ability to type on a keyboard and use computers.

The ideal candidate must have a high school diploma or equivalent education plus demonstrated customer service experience. Library experience preferred.

Complete job description available online at www.galesburgcharlestonlibrary.org. For more information or to apply, visit the library at 188 E. Michigan Ave., Galesburg. No phone calls, please.

Applications will be accepted through _____ .