



JOB VACANCY ANNOUNCEMENT: LENDING SERVICES ASSISTANT
OPEN TO CURRENT LIBRARY EMPLOYEES AND EXTERNAL CANDIDATES
APPLICATIONS ACCEPTED THROUGH SUNDAY, MAY 20, 2018
VIGO COUNTY PUBLIC LIBRARY

Posting Date: May 8, 2018

LENDING SERVICES ASSISTANT: The Vigo County Public Library currently has a part-time position available at the Main Library for the position of Lending Services Assistant. This non-exempt position offers approximately 20 hours per week in the Lending Services Department.

GENERAL DESCRIPTION: The Lending Services Assistant is responsible for assisting in the Lending Department with shelf maintenance, circulation functions, and providing excellent service to meet the library and information needs of customers in support of the goals and objectives of the Vigo County Public Library.

JOB FUNCTIONS:

Essential Functions Performed Daily:

- Assist in the day to day activities of the Lending Services Department.
- Assist customers at public service desks by checking out materials, answering questions, locating and identifying library materials, assisting with the use of the library's on-line catalog, self-check-out, and Automated Materials Handler (AMH).
- Provide service to customers via telephone regarding accounts and other service related questions.
- Follow procedures in the issuance of library cards.
- Shelf materials in proper location according to the Dewey Decimal System and local classification systems; perform shelf maintenance by inspecting library materials, verify shelf arrangement accuracy, and ensure that shelves and materials are dust free.
- Charge and discharge library materials using the automated circulation system.
- Empty book bins at the Automated Materials Handler (AMH) and oversee operation of the AMH.
- Clean library materials as part of regular shelf maintenance.
- Answer customer questions regarding directions, meeting room assignments, location of rest rooms, etc.
- Obtain library materials from the drop-box outside.

Essential Functions Performed Periodically:

- Address customer behavior that is non-compliant with the VCPL Standards of Behavior.
- Operate cash register to make change and sales transactions for VCPL and Friends of VCPL.
- Re-set and charge tablets and E-readers.
- Answer simple (Tier 1) Reference questions.
- Refer customers to an Adult Services Librarian for in-depth reference questions.
- Assist with mending of slightly damaged library materials.
- Search for lost library materials.

Additional Functions Performed Periodically:

- Assist with schedule coverage at West Branch location when needed.
- Assist customers in the use of public computer resources.
- Participate in Staff Association events and committees as well as other committee assignments.
- Perform other duties as assigned.

PHYSICAL AND COGNITIVE REQUIREMENTS:

- Ability to read, write and understand written and verbal instructions.
- Ability to effectively communicate with the public and staff.
- High degree of mental acuity and verbal communication skills.
- Ability to display tact and patience in all customer service exchanges.
- Ability to move throughout the library in order to assist customers, shelve materials, and cover public service desks.
- Manual dexterity with ability to utilize computer keyboard, monitor, and mouse.
- Ability to file alphabetic and numerical systems.
- Ability to sit or stand for long periods of time.
- Ability to push carts from 25-75 pounds.
- Ability to perform repetitive hand movements using computer keyboard and opening/closing of library material casings.
- Ability to reach heights up to six feet and bend to floor levels.
- Ability to lift items ranging from 10-25 pounds.

WORK SCHEDULE: Average of 20 hours per week work schedule. The work schedule is between the hours of 9:00 AM-9:00 PM Monday through Thursday, and Friday/Saturday rotation with Friday hours ranging from 9:00 AM-6:00 PM or Saturday 8:30 AM-5:00 PM. Schedule includes at least one Sunday per month from 1:00 PM-5:00 PM, which is paid at over-time rate. Work schedule may vary occasionally to help meet department scheduling needs as well as to assist with special programs and events.

QUALIFICATIONS:

- High School diploma or equivalent.
- Familiarity with computers and computer software programs including Windows and Microsoft Office applications experience required.
- Demonstrated excellent customer service skills required; prior experience in a library or similar environment desired.
- Interest in and enthusiasm for working with the public required; established interpersonal skills with the ability to develop rapport with co-workers and the public necessary; prior experience working for the public desired.
- Ability to work independently and maintain efficient workflow required.
- Ability to maintain confidential information required.
- Ability to file alphabetically and numerically, and perform general clerical duties required.
- Ability to work well with others in a team environment.
- Ability to project friendliness, patience, and positivity required.
- Ability to address customer behavior that is non-compliant with the VCPL Standards of Behavior.
- Ability to work in a changing and multi-cultural environment.
- Computer keyboard skills required.
- Excellent communication skills required.

HOURLY RATE/BENEFITS: The Lending Services Assistant is a Job Class C, part-time non-exempt position. Rate of pay is \$10.00 per hour; eligible for 8 paid holidays per year; vacation accrual occurs bi-weekly proportionate to hours worked and paid leave hours taken.

APPLICATION INSTRUCTIONS:

Apply by 5:00PM, Sunday, May 20, 2018. Methods of application: Online at www.indeed.com, or employer website at www.vigo.lib.in.us and click on: About > Careers @ VCPL > to view, download and complete the application form and email it to application@vigo.lib.in.us. This position is also posted on www.IndianaCAREERconnect.com, powered by WorkOne.

The Vigo County Public Library is an E-Verify Employer.

- **Current library employees who wish to be considered must complete the VCPL Application for Employment form and submit it to Human Resources by 5:00PM on Sunday, May 20, 2018.**

Rob Fox
HR Manager
Vigo County Public Library
One Library Square
Terre Haute, IN 47807
Email: rfox@vigo.lib.in.us
Phone: 812-645-3627

The Vigo County Public Library provides equal opportunities to all applicants for employment without regard to race, color, creed, religious belief, sex, sexual orientation, national origin, age physical or mental disability, ancestry, or veteran status. Vigo County Public Library complies with all applicable federal state and local laws governing nondiscrimination in employment in every library location. The Equal Employment Opportunity Policy applies to all terms and conditions of employment, including, but not limited to, recruitment, selection, training, hiring, termination, transfer, leaves of absence, compensation, or any other personnel action.