



Campbell County Public Library
Employment Opportunity Posting
Posted November 28, 2017

JOB OPPORTUNITY

JOB TITLE: Branch Services Assistant

WORKSTATION: Alexandria

SCHEDULE: Days, Evenings and Weekend availability
(20 hours a week)

DUTIES: Job description attached.

QUALIFICATIONS: Please see job description for other requirements.

COMPENSATION: \$11.65 per hour with \$.25 differential pay

CLOSING DATE: Applications will be accepted until the position is filled.

TO APPLY: Apply online: <http://www.cc-pl.org/about-the-library/job-openings>



Alexandria Branch Services Assistant

REPORTS TO:	Branch Supervisor
JOB CLASSIFICATION:	3
STATUS:	Non-Exempt
REVISED:	20 Nov 2017

BASIC FUNCTION:

Under the general direction of the Branch Supervisor, the Alexandria Branch Services Assistant performs specialized tasks related to providing information and patron services for all ages. The Alexandria Branch Services Assistant primarily works with library patrons providing reference services, computer/technology assistance, and directs patrons to other libraries and services as required. This position also performs specialized tasks related to the circulation of library materials including processing and shelving materials, answering patron inquiries in person and on the phone, and handling money for fines, fees, or other services. Duties may require light supervisory skills including independent judgement and action within specific parameters. This position interacts with the public and other staff members.

The Library expects all employees to observe and develop our core values of: Motivation, Positive Attitude, Respect for Others, Strong Commitment to Customer Service, Sense of Humor, Integrity, Honesty, Tolerance and Flexibility.

RESPONSIBILITIES:

- Provide reference and reader's advisory service to phone-in, walk-in and web-based patrons.
- Provide computer instruction and technology assistance to patrons
- Perform general desk duties including answering telephone and directing calls, circulation of library materials, check in magazines and newspapers, holds processing, fine/fee payments, processing library card applications, scheduling/confirming meeting room reservations, recording statistical usage (in-house, honor, etc.) and other similar responsibilities.
- Resolve disputes with patrons concerning overdue, lost and damaged items, directing unresolved issues to the Branch Supervisor or other supervising staff members.
- Empty item return.
- Gather items for hold requests and scan materials used "in-house" for daily statistics.
- Shelf library materials, ensure library shelves are in order, and shift library materials as directed.
- Maintain the order and attractive appearance of items in the collection.
- Perform minor repairs on materials.
- Reconcile cash drawer.
- Cleaning the public and staff areas, including mopping, sweeping, vacuuming, and dusting.
- Daily removal of trash and restocking of public use supplies.

- Prepare branch for closing in the evening as scheduled.
- Shovel snow from sidewalks and/or apply treatment as necessary, alerting Branch Supervisor of any problems with contracted snow removal/treatment services.
- Perform collection management activities as assigned.
- Perform other duties as assigned.

EXPERIENCE AND EDUCATIONAL REQUIREMENTS:

- Bachelor degree or a combination of some post-secondary education and relevant work experience.
- Knowledge of library principles and practices, and the ability to put them into practice.
- Experience with standard office software, including Microsoft Office products, email, and internet usage.
- Extensive customer service experience preferred.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee successfully to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Individuals may need to sit or stand for extended periods. Manual dexterity to manipulate library materials required. Ability to communicate orally and in writing effectively. Work extensive hours at the computer screen. Reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the workday. Ability to do repetitive tasks with speed and accuracy. Employee may need to carry, push, pull, or lift up to 30 pounds. Proper lifting techniques required. Push and pull fully loaded (50-100 pounds) book trucks. Ability to work under pressure, coordinating multiple responsibilities simultaneously, and meet firm deadlines.

The job description is not a contract between the Library and the employee. The Campbell County Public Library is an at will employer. The job description duties may be changed at the discretion of the Library and/or the Library may request the employee to perform duties that are not listed on the job description.