

POSITION: Circulation Library Assistant

LOCATION: James L. Hamner Public Library, Amelia Court House, VA

CLOSING DATE/TIME: Open Until Filled

SALARY: \$12.75 per hour

JOB TYPE: Part Time, 25 Hours/Week

DESCRIPTION: The circulation library assistant's primary function is to operate the library's full-service desk. This includes:

- Developing positive, professional relationships with library users
- Checking materials in and out
- Shelving and shelf-reading
- Issuing library cards
- Helping library users find items
- Helping library users with computers and e-devices
- Politely enforcing policies
- Answering questions about the library

This position requires strong computer skills and the ability to independently troubleshoot. The person in this position will often need to function as computer help desk support for library users.

This is a customer service position, not an "I want to work at the library because I love books" position. The ideal candidate will provide examples of superior customer service skills and be able to self-motivate to complete tedious, ongoing tasks.

Consistent, personalized customer service that follows library policy is a priority. The library assistant must be able to maintain a calm, professional demeanor when dealing with stressful situations. The person in this position will need to be able to calmly ask library users to change their behavior and to ask library users to leave the library if their behavior is inappropriate. The circulation library assistant also will need to be able to build positive relationships with library users who have previously been asked to leave the library because of their behavior. The ideal candidate will understand that modern libraries function as a community center where patrons gather to socialize and be enthusiastic about supporting that function. This is not a quiet library.

This position typically works from 9:45 a.m. – 3:15 p.m. on Monday, Tuesday, Wednesday, and Thursday; and 9:45 a.m. – 2:15 p.m. on Saturdays. The library assistant's schedule will be changed as needed to meet the library's needs.

The James L. Hamner Public Library is an Equal Opportunity Employer that maintains a drug-free workplace. Background and drug screens are required.

KEY RESPONSIBILITIES:

- Answer phones
- Answer basic reference questions or refer library users to librarian in charge
- Assist with library programs and displays
- Assist library users with finding items
- Assist library users with the online catalog
- Operate a cash register and fax machine
- Operate and troubleshoot office equipment (copy, scanner, etc.)
- Put items in order on the shelves (shelf read)
- Shelve materials
- Use computerized circulation system
- Open/close library with other staff
- Politely enforce policies
- Provide computer help desk support
- Perform other duties as needed

MINIMUM QUALIFICATIONS:

- 18-years or older
- Some post high-school education
- Demonstrated ability to remain composed and effective in stressful situations
- Demonstrated strong computer skills

PREFERRED QUALIFICATIONS:

- Bachelor's degree or trade school certificate
- Customer service work experience
- Library work experience

APPLICATION INSTRUCTIONS: Send

- Cover letter explaining how your experience will help you perform the job duties as presented in the job description;
- Amelia County Application for Employment (if available, give e-mail addresses, not mailing addresses, for references) found at <http://www.ameliacova.com/residents/employment.php> to Jill Hames at jmhames@hamnerlibrary.org.

Attach the cover letter as a PDF labeled YourLastName_CoverLetter and the application as a PDF labeled YourLastName_Application. In the e-mail subject line put YourLastName Circulation Assistant App.