

JOB ANNOUNCEMENT

CITY OF CARROLL: CARROLL PUBLIC LIBRARY

PART-TIME LIBRARY ASSISTANT

Position Type: Part-time (approximately 9-20 hours per week) with regular evening and weekend hours.

Hourly Wage: \$9.00-13.56 per hour

Summary: The Carroll Public Library is taking applications for a responsible, energetic, customer focused, and personable Library Assistant. This position is responsible for a variety of patron contact functions at the circulation desk; assist with technology; and providing excellent customer service while performing all work duties.

Essential Job Functions

- Proactively seeks to assist patrons with finding library materials, with using the library catalog, and with self-directed activities.
- Trains patrons in use of online catalog, online resources, and library technology.
- Proficiently handles all circulation functions of the library's integrated system including log-in, check-in, check-out, placing holds and trace functions, collecting fines, searching the patron database, patron registration and issuing library cards.
- Handles phone customer service transactions while demonstrating the utmost professionalism in all patron communications.
- Answers reference, research, and readers' advisory questions.
- Performs building opening and closing procedures, and assists with maintaining welcoming and attractive public areas.
- Performs other duties or assumes other responsibilities as apparent or assigned.

Knowledge, Skills, and Abilities

- Knowledge of current holdings and library resources, both print and electronic.
- Knowledge of library policies and procedures.
- Knowledge of a broad range of library references and readers' advisory materials.
- Skill in using current and emerging library technology and automated systems.
- Skill in training customers to use library resources.
- Ability to demonstrate effective public service skills, understand public library operations, and support "patron first" practices.
- Ability to interact effectively, professionally, and tactfully with general patrons.
- Ability to work in a team environment.
- Ability to provide outstanding internal and external customer service through the use of excellent oral and written communication skills.

Physical Demands

- While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, sit, walk, use hands to finger and grasp, handle, feel or operate objects, tools, or controls and talk or hear.
- The employee is occasionally required to climb, balance, stoop and crouch.

- Hand-eye coordination necessary to operate computers and various office equipment.
- The employee must occasionally lift and/or move up to 40 pounds. Chairs and tables will need to be moved for various activities.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- Occasionally exposed to outdoor weather activities.
- Valid driver's license to attend off site meetings.
- Overnight travel for conferences.

Education and Experience

- A high school diploma or GED is required.
- Library or related customer service experience required. Must be comfortable working in close proximity to all age categories.
- Must know how to use Online Public Access Catalog, electronic resources and other information technology sources to meet typical library needs, or be able to become proficient at these resources within the first 60 days on the job.
- A background check is required prior to beginning employment.

Application Information

Send resume and letter of application to Director Rachel Van Erdewyk (rvanerdewyk@carroll-library.org). Electronic applications are accepted.

Applications can be found online at: <http://www.cityofcarroll.com> under "How Do I?" and then "City Employment."

Phone: 712-792-3432

Mailing address: 118 E. 5th St, Carroll, IA 51401

Physical address: 425 U.S. Hwy 30, Ste. 340, Carroll, IA 51401

Applications must be received by 5:00 p.m. Monday, August 14, 2019