

POSITION: Circulation Library Assistant

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

CLOSING DATE/TIME: Open Until Filled

SALARY: \$12 per hour

JOB TYPE: Temporary Part-Time, 14 Hours per Week

ANTICIPATED SCHEDULE:

- Monday: 9:45 a.m. – 6:15 p.m.
- Tuesday and Thursday: 5:15 p.m. – 8:15 p.m.

The library assistant's schedule will be changed as needed to meet the library's needs.

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:

- 16-years or older
- Demonstrated strong computer skills

PREFERRED QUALIFICATIONS:

- Bachelor's degree or trade school certificate
- Customer service work experience
- Demonstrated ability to remain composed and effective in stressful situations
- Library work experience

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

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.

The ideal candidate will provide examples of superior customer service skills and be able to self-motivate to recognize tasks that need to be completed.

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.

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

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.