

## JOB POSTING

### RESERVES DESK ASSISTANTS

Schaumburg Township District Library has two open Reserves Desk Assistants positions. We are looking for two competent, enthusiastic, energetic and detail-oriented **Reserves Desk Assistants** to support our Schaumburg location. Our first part-time opportunity would be scheduled for **Mondays and Wednesdays from 5:30pm-9:00pm, Third Saturdays from 10:00am-5:00pm and Second Sundays from 11:30am-4:30pm. Our second part-time opportunity would be scheduled for Tuesdays from 5:30pm-9:00pm, Wednesdays from 1:00pm-5:30pm, Fourth Saturdays from 10:00am-5:00pm and Third Sundays from 12:30pm-5:00pm.** The schedule is based on the needs of the library and could change if and when needed. Starting pay is at \$12.14/hour based on skills and qualifications.

#### **Requirements For All Employees:**

1. Ability to be a team-player and work pleasantly and effectively with all patrons, staff, supervisors, and others.
2. Ability to learn various job functions, perform them correctly, and understand the necessity in overall library operations.
3. Ability to independently function efficiently in a changing and varied environment with frequent interruptions.
4. Ability to exercise good judgment and focus on details.
5. Ability to follow all library policies and procedures.
6. Ability to demonstrate a commitment to incorporating principles of Diversity, Equity, and Inclusion into everyday work.

#### **Position Summary:**

The Reserves Desk Assistant is responsible for retrieving holds, resolving patron reserve issues or complaints and processing reserved Library materials, locating missing materials and answering patron inquiries and giving information to the Registration Desk in order to update patrons' records. The Reserves Desk Assistant accomplishes this by looking in the Library's collections and addressing patrons over the telephone, in-person, or by email.

#### **Essential Duties and Responsibilities:**

- Process all Library reserve materials for patrons and Library employees, following the automated notification system protocol.
- Email or telephone patrons for whom the automated notifications did not go through, following a standardized script.
- Research and resolve problems of mismatched, mismarked and missing reserve materials.
- Run On-Shelf Holds report, if directed, and locate the items listed on the report for Reserves processing.
- Assist patrons with Reserve questions and answer general ready-reference inquiries or directional questions about the Library and its services.
- Process reserve items not picked up after the required four-day period; remove hold and process items for the next patron in the queue or return items to the appropriate circulating collections.
- Maintain Not Picked Up (NPU) file; document efforts to contact person regarding the availability of the items.
- Report any new information to the patrons' record to the Registration Desk.
- Respond to telephone, voice mail, and electronic mail inquiries from patrons and employees.



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- Make basic repairs on library materials; forward damaged items to Access Services for more complex repairs also review records and send to Access for correction.
- Work with all library departments and Branches in an efficient and friendly manner.
- Maintain desk statistics.
- Resolve patron complaints as they apply to the Reserves Area or refer more complicated issues to the Reserves Area Supervisor.
- Communicate problems with the Reserves Area Supervisor.
- Maintain working knowledge of the SIRSI computer system, which includes our catalog and other hardware and software used in the Reserves Area, including screen changes and adapting to new programs and equipment.
- Maintain familiarity with Library and Reserve Area procedures by reading e-mails, daily logs and memorandum.
- Attend meeting and training as required or requested.
- Other duties as assigned.

**Education and/or Experience**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience

**Requirements for Position:**

- Frequently lift and/or move up to 50 lbs.

**The deadline to apply for the job posting is: August 5, 2021**

If you are interested in applying for the Reserves Desk Assistant positions, please follow this link to fill out an application: <https://schaumburglibrary.recruitpro.com/jobs/191456-34409.html>

Schaumburg Township District Library is an Equal Opportunity Employer