

JOB POSTING

CIRCULATION DESK ASSISTANTS

Join an award winning 5 Star Library! The Schaumburg Township District Library is looking for **three (3) Circulation Desk Assistants** to join our team. The opportunity for the various position hours is noted below on a weekly schedule during library hours; requires working some nights and weekends as needed.

Position 1

- Mondays from 9am to 3pm
 - Wednesdays from 9am to 3pm
 - Fridays from 9am to 3pm
 - 2nd Sundays from 11:30am to 5pm
- Total average weekly hours = 19.375

Position 2

- Wednesdays from 3pm to 6pm
 - Thursdays from 3pm to 9pm
 - 1st Saturdays from 8:30am to 5pm
 - 4th Saturdays from 8:30am to 5pm
- Total average weekly hours = 13.25

Position 3

- Mondays from 9am to 3pm
 - Tuesdays from 9am to 3pm
 - Wednesdays from 9am to 3pm
 - Thursdays from 9am to 3pm
 - Fridays from 9am to 3pm
- Total average weekly hours = 30.00

The schedule is based on the needs of the library and could change if and when needed. The hourly rate range for this position is \$13.48 to \$16.85; based on skills and qualifications.

POSITION SUMMARY:

The **Circulation Desk Assistant** is responsible for all duties under circulation which include: registering patrons for library cards; checking in and out library materials to patrons' library card accounts; assisting with patron holds including making them available on shelf or in lockers; assisting patrons with self-checkout machines; and staffing other services desks within the department when needed.

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. Demonstrates commitment to incorporating principles of Diversity, Equity, and Inclusion into everyday work

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintain presence at the Circulation Desks, including the Drive-Up Window and assist with all functions under circulation.
- Assist patrons with library materials by either checking in and/or out library materials.
- Examine the condition of library materials both at the time of check in and out; take appropriate action when necessary.
- Explain the status of the patrons' cards, including fees, delinquencies and expiration dates.
- Renew or provide new Library cards to patrons.
- Provide patron support for question or problem resolution either in-person, phone, or email communications.
- Defer complex questions or situation requiring more time or effort to the appropriate person or department.
- Process and retrieve library materials that are on reserve for patrons.



- Calculate fees on missing items, deliver change to patrons and accept payment; record transactions on the POS system.
- Maintain working knowledge of the SIRSI computer system and other hardware and software used in the Circulation Department, including screen changes and adapting to new programs.
- Empty check-in bins, sort library materials onto the appropriate carts for check-in processing.
- Remind patrons of Library policies, programs, and services and answer directional questions.
- Answer telephone calls directed to the Circulation Department.
- Maintain familiarity with Library and Circulation procedures by reading e-mails, daily logs and memorandum.
- Alert Supervisor or designee of any problems.
- Attend meetings and training as required or requested.
- Treat all patrons and employees fairly and with an open mind; maintain patron and employee confidentiality.
- Communicate clearly in person, on the telephone, and in writing.
- Cope with the stress of the job and get along with co-workers.
- Assist patrons with phone renewals and questions regarding their account.
- Provide professional courtesy to all patrons and staff members.
- Be an ambassador at the Welcome Desk.
- Other duties as assigned.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS:

- A current High School Junior, Senior, or College student; or High School diploma or equivalency certificate (GED); or equivalent combination of education, training and experience.

**The deadline to apply for the job posting is:
July 4, 2022.**

If you are interested in applying for the **Circulation Desk Assistant** position, please follow this link to fill out an application and resume: <https://schaumburglibrary.recruitpro.com/jobs/223573-34409.html>

Schaumburg Township District Library is an Equal Opportunity Employer