

LIBRARY ASSISTANT

Position #151540003

Ruth Holley Library | Non-exempt
20 hours per week | Part time

Date Posted	December 06, 2023
Location	685 N Murray Blvd, Colorado Springs, CO 80915
Starting Wage	\$15.30 per hour + partial benefits (https://ppld.org/careers/benefits)
Position Hours	20 Hours per week: Monday : 3 p.m. – 7 p.m. Tuesday : 10 a.m. – 7 p.m. Wednesday : 10 a.m. – 7 p.m.

Note: The position's schedule may be subject to minor changes due to required meetings, training events, etc. In addition, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

Procedure for application:

1. Complete a PPLD online application located at ppld.org/careers on the Application tab.
2. **Requires resume and cover letter.**
3. Attachments should be submitted in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531-6333, x6380 or send an email to sgollapalli@ppld.org

Closing Date: Preference will be given to applications received by **December 20, 2023, at 9:59 p.m. MST.**

Position Summary: Under general supervision, supports the Library's Mission through providing direct customer service assistance in circulation functions, basic technology needs, and ensuring accurate and timely access to materials and resources.

Essential Functions: *Disclaimer: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Demonstrates excellent external customer service by greeting customers throughout the library; creates a welcoming atmosphere.
- Performs all circulation functions including registration, checking out materials and equipment and paying fines.
- Assists customers with locating materials, provides readers' advisory and places holds and Interlibrary Loan or purchase requests at the service desk or by phone.
- Responds to basic reference questions using Pikes Peak Library District databases, online and/or print resources.
- Responds to inquiries regarding customer accounts and library events or activities.
- Assists with use of basic technology including self-checkout, copiers, and printers as needed.
- Uses Library software to assist customers with room reservations and program registration.
- Runs pull lists. Searches for and processes items.
- Empties book drops and checks in returned materials.
- Processes and shelves incoming transferred materials.
- Shelves books and other library materials in accurate alphabetical, numerical or Dewey Decimal System order.
- Reads shelves to ensure materials are in accurate alphabetical, numerical or Dewey Decimal System order; maintains a neat appearance by aligning materials to the edge of the shelf in an upright position, shifting materials as necessary and reporting crowded areas.
- Demonstrates excellent internal customer service through assisting other staff or participating in other projects as assigned.
- Proactively participates in ensuring the safety and security of customers and staff while at the library.
- Maintains customer confidentiality.
- Monitors workflow and reacts to work prioritization in department.
- Provides general work direction for shelvers at regional libraries.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- May assist with merchandising or art displays.
- May perform minor material repairs or weeding as a Collection Management Assistant Collection Evaluator.
- May process periodicals, order office supplies, distribute community handouts or other routine clerical duties.
- May prepare book trucks for shelvers.
- Keeps informed about Library and department information.
- Attends and participates in regular department/branch meetings and scheduled all-staff meetings.
- Performs other job-related duties as requested.

Required Knowledge, Skills, and Abilities:

- Knowledge of the Pikes Peak Library District's policies and procedures and ability to follow them.
- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision to the public.
- Ability to maintain effective, productive relationships with customers and staff; calmly and effectively assists customers in difficult or stressful situations.
- Knowledge of basic skills such as alphabetical and numerical filing.
- Demonstrates proficiency in full range of all workflows functions (Sirsi).
- Demonstrates proficiency in using room reservation software.
- Demonstrates proficiency in using Novelist and other web-based reader's advisory tools.
- Demonstrates proficiency in searching Worldcat.
- Demonstrates proficiency in establishing and navigating patron Request It/Interlibrary Loan accounts.
- Ability to arrange a book truck in 20 minutes and shelve four rows of books in one hour with an accuracy of 95%.
- Ability to learn and use a variety of library and standard office equipment and software; demonstrates basic knowledge of office equipment operation.
- Ability to perform basic computer skills and library system computer functions.
- Demonstrates effective verbal and written communication skills; understands and follows verbal and written instructions.
- Ability to work as part of a team, demonstrating an excellent customer service attitude.
- Ability to effectively perform sorting, shelving, retrieval and circulation of materials by using step stools and appropriate lifting methods, including an ability to lift up to 35 pounds safely. Position includes repeated lifting, bending, stretching, standing and walking.
- Ability to stand for up to four hours.

Education and Experience:

1. High School Diploma or GED.
2. Computer experience and six-months job-related experience: customer service, public service, administrative or clerical experience involving public contact.
3. Requires passing of a Post Offer Pre-employment Physical test.
4. Ability to read and understand English.
5. Bilingual ability is a plus in serving a diverse community.

Physical and Environmental Conditions Work is conducted in a normal office setting that provides comfortable lighting, temperature and air conditions. Regular lifting, such as three to four reams of paper, four or five books, or other materials (up to 35 pounds) is required. Successful completion of Physical Demands assessment is required of staff new to this position.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.

Conditions of Employment: All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-verify.
- are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-verify), education, former employment, and criminal history.
- may be uniformly tested for job-related skills and required physical abilities.
- may be required to undergo a physical examination after a job offer is extended in order to ensure that the job's physical requirements are met.
- must understand and comply with PPLD's drug-free workplace policy.
- understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice, in accordance with Colorado law.