



SENIOR LIBRARY ASSISTANT

Library 21c

40 hours per week, non-exempt | Position #160931603

Open to all qualified current staff and external applicants

Date Posted: September 20, 2024

Location: 1175 Chapel Hills Dr., Colorado Springs, CO 80920

Starting Wage: \$16.83 per hour + full benefits
(for benefits information, please see ppld.org/careers/benefits)

Position Hours: 40 hours per week per the following schedule:

Monday - Wednesday : 8 a.m. - 4:30 p.m.
Thursday : 11:30 a.m. - 8 p.m.
Friday : 9:30 a.m. - 6 p.m.
Saturday : 9:30 a.m. - 6 p.m. (once every 4 weeks with Friday off)

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

Application Procedure:

1. Complete a PPLD online application located at ppld.org/Jobs at the Application Tab. If It is an internal only job posting, please log In to ESS to fill the application.
2. Attachments should be submitted online in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. Requires resume and cover letter. Applications will not be considered without a resume and cover letter.
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531 - 6333, ext. 6380 or send an email to sgollapalli@ppld.org

Closing Date: This position is open until October 07, 2024, at 9:59 p.m. MDT.

EOE: As an Equal Opportunity Employer, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender expression, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

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Position Summary

Under general supervision, supports the Library's mission through providing direct customer service assistance in circulation functions, deliver technology assistance, serve as circulation trainer for staff, and ensure accurate and timely access to materials and resources.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Provides excellent customer service and maintains a courteous, positive image of the Library; maintains confidentiality in all customer and staff interactions.
- Provides direct public services to customers as they visit the library, call on the telephone, or communicate in a virtual environment.
- Performs all circulation functions including patron account creation and maintenance, checking out materials and equipment, pull lists, processing returns and holds, responding to inquiries regarding customer accounts and processing payments for fees.
- Assists patrons with locating materials, provides readers' advisory, places purchase or Interlibrary Loan requests and places holds at the service desk or by phone.
- Will be assigned to the circulation trainer's team.
- Responds to basic reference questions using Pikes Peak Library District databases, online and/or print resources.
- Uses library meeting room software to assist patrons with room reservations, program registration, and inquiries about library events or activities.
- Maintains billing processes, and addresses circulation concerns. May compile and submit circulation reports.
- Empties book drop; processes returned and transferred materials.
- Assists patrons with technology questions such as printing/scanning/faxing, using personal electronic devices, and instructing them on accessing, navigating the Internet, and Microsoft Office products. May offer individualized assistance as needed.
- Assists in assessing circulation training needs using established procedures.
- Implement coordinated circulation training plans and facilitate in-person or virtually, circulation training for new and existing staff.
- May maintain billing and purchasing records, and balance cash register according to established procedures.
- In conjunction with the library supervisor, ensures pull lists are completed and hold shelves are maintained.
- Demonstrates excellent internal customer service and teamwork through assisting other staff or participating in other projects as assigned.
- Proactively participates in ensuring the safety and security of patrons and staff.
- Demonstrates responsiveness to shifting needs in workflow and departmental needs.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- May create original circulation-related training materials using varied presentation technologies, and present trainings to multiple staff in person or virtually.

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- May process periodicals, order office supplies, organize fliers and handouts or other routine clerical duties.
- May assist Collection Management as Assistant Collection Evaluators staff.
- May assist with displays.
- May assist programming staff or may provide pre-planned programming with the use of kits or other provided material in a limited role.
- Shelves books and other library materials in accurate alphabetical, numerical, or Dewey Decimal System order. Reads shelves to ensure materials are in accurate order; maintains a neat appearance, shifting materials as necessary and reporting crowded areas.
- Keeps informed about Library and department information.
- Attends and participates in training, regular department/library meetings and scheduled All-staff meetings.
- May provide staffing assistance at other Pikes Peak Library District locations.
- May serve on districtwide teams.
- May submit monthly activity report.
- Performs other job-related duties as requested.

Required Knowledge, Skills, and Abilities

The employee is expected to perform or possess the following:

- Knowledge of the Pikes Peak Library District's policies and procedures and ability to implement follow them.
- Ability to act as an ambassador of Pikes Peak Library District by promoting its the mission and vision to the public.
- Ability to maintain effective, productive relationships with patrons and staff; calmly and effectively assist patrons in difficult or stressful situations.
- Demonstrates ability to be adaptable and flexible to changes in daily workflow.
- Ability to perform and instruct patrons on computer-related questions and library system computer functions.
- Knowledge of basic skills such as alphabetical and numerical filing.
- Ability to learn and use a variety of standard library office equipment, and cash register.
- Demonstrates effective verbal and written communication skills; understands and follows verbal and written instructions.
- Demonstrates ability to effectively use applications software, including Microsoft Soft 365, SharePoint, Word, Excel, and Outlook, along with standard office equipment and specialized library software.
- Ability to work independently and effectively organize daily work under general supervision.
- 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 the ability to lift up to 35 pounds safely. Position includes repeated lifting, bending, stretching, standing, and walking for extended periods of time.
- Ability to get along with co-workers and supervisors.
- Has regular on-time attendance.
- Exercise professionalism and good judgement in interpersonal interactions.

Education and Experience:

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1. Requires high school diploma or G.E.D.
2. Requires two years of customer service.
3. Requires experience with computer equipment and software, including knowledge of the Library's Integrated Library System software; recent circulation experience is preferred.
4. Requires passing of a Post Offer Pre-employment Physical test.
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. Ability to push a loaded book truck required.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms. Use of safe workplace practices with any and all equipment and observance of all safety regulations is required.

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.
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