JOB POSTING: LIBRARY DESK ASSISTANT (PART-TIME)

The City of Berkley is seeking a part-time Library Desk Assistant to work at the Berkley Public Library. Under the supervision of the Library Director, assists the public with library services including materials checkout, library card registration, library equipment, and information regarding library policies and procedures. Performs clerical tasks to support library operations.

Successful candidates will meet the following requirements:

- High school diploma or equivalent.
- Prior customer service experience or previous library work experience is desirable.
- Strong attention to detail.
- Able to work with patrons of varied backgrounds, ages, and abilities.
- Able to establish and maintain effective working relationships and use good judgment, initiative, and resourcefulness when dealing with the public and co-workers.
- Willingness to work a varied schedule including nights and weekends.

Compensation: $12.53 per hour, 12+ hours per week

Application deadline: Friday, April 29, 2022 by 5:00 p.m.

A complete job description and application are available online at [www.berkleymich.org/employment](http://www.berkleymich.org/employment). Qualified applicants are encouraged to send a completed application, resume, cover letter, and three professional references to:

Matt Church, Library Director
Berkley Public Library
3155 Coolidge Hwy.
Berkley, MI 48072
mchurch@berkleymich.net

The City of Berkley is an Equal Opportunity Employer.
CITY OF BERKLEY
JOB DESCRIPTION

LIBRARY DESK ASSISTANT (PART-TIME)

Department: Berkley Public Library
Supervised By: Library Director
Supervises: No supervisory responsibilities

Position Summary:
Under the supervision of the Library Director, assists the public with library services including materials checkout, library card registration, library equipment, and information regarding library policies and procedures. Performs other clerical tasks to support library operations.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Greet and assist library patrons. Answer questions, locate or direct patrons to requested books and other materials throughout the library; advise them concerning library policies and procedures.

2. Perform circulation desk tasks. Issue and renew library cards. Check items in and out accurately and efficiently using the online system. Collect and handle cash, checks, and credit card transactions for library fees and other services.

3. Answer phone calls; provide information to callers or direct call to the appropriate individual.

4. Assist patrons in use of online catalog, photocopier, scanner, and other library equipment.

5. Prepare library for opening and closing.

6. May oversee the activities of library pages and prepare returned books for shelving.

7. Assist with the processing of new materials and the disposition of outdated or damaged materials.

8. Perform clerical duties such as copying, filing and word processing. Maintains order of shelves, materials, and facilities.

9. Perform related work as assigned.

Required Knowledge, Skills, Abilities and Minimum Qualifications:
The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma or equivalent.
• Prior customer service experience or previous library work experience is desirable.

• Strong attention to detail; efficient and accurate keyboarding and solid technology skillset.

• Able to work with patrons of varied backgrounds, ages, and abilities.

• High level of commitment to provide superb customer service to library users of all ages.

• Able to establish and maintain effective working relationships; use independent judgment, initiative, and resourcefulness when dealing with the public and co-workers.

• Able to communicate ideas and concepts effectively, verbally and in writing.

• Must be available to work a varied schedule, including nights and weekends.

• Able to assess critical situations, problem-solve and work effectively under pressure, within deadlines and changing work priorities.

• Able to quickly acquire a working knowledge of library catalog and shelving methods and procedures, including library terminology, practices, and services.

• Able to acquire skills needed to use, and assist others in the use of, online library systems.

**Physical Demands and Work Environment:**
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate with others in person and on the telephone. The employee is frequently required to stand for long periods of time. The employee is frequently required to review computerized documents and view items in the collection. The employee is frequently required to access and retrieve books, periodicals and other materials that vary in weight, size and shape and may be located at heights ranging from floor to over-head level. The employee is frequently required to access various locations within the library. The employee must frequently lift and/or move items of light to heavy weight and prepare rooms for programs, setting up or moving tables and chairs as needed.

While performing the duties of this job, the employee regularly works at the circulation desk or within the stacks of a public library. The noise level in the work environment is usually quiet but may be loud on occasion.