



**Chesterfield Township Library**  
**50560 Patricia Ave. Chesterfield, MI 48051**  
**(586) 598-4900 [www.chelibrary.org](http://www.chelibrary.org)**

## **Employment Opportunity**

**Position:** Library Associate I – Circulation Services

**Supervised by:** Circulation Supervisor

**Classification:** Part-time, Non-exempt, At-will

**Schedule:** Up to 20 hours/week, including some evenings and Saturdays

**Salary:** \$13.26/Hour

**Benefits:** PTO and 6 paid holidays; Optional 457 deferred compensation plan

### **General Summary:**

Under direct supervision of the Circulation Supervisor, performs various clerical support and customer service duties to assist in the operation of the library. Incumbents' primary responsibilities include working at the checkout desk to assist patrons with borrowing and returning library materials, and participating in outreach activities. This is the first level of a two level series. It is distinguished from the second level, Library Associate II, in that incumbents in the second level typically serve as the lead worker within a work unit of the Library.

### **Essential Job Functions:**

The following statements are intended to describe the major responsibilities and requirements for this position. It is not to be construed as an exhaustive statement of all duties, responsibilities or requirements.

1. Promote a positive library image through proactive customer service to patrons and coworkers in the library and at outreach events.
2. Maintain physical appearance of library by picking up library materials left on tables, chairs, counters.
3. Stay current with changes to procedures and policies affecting department and/or library operations.
4. Provide assistance to patrons with basic directional and general information questions and in locating materials as necessary.
5. Perform related work as required and other duties as assigned, including working as a team member to provide all library services to the public.
6. Circulation Services Library Associate I
  - a. Provides patrons with friendly, courteous, efficient service and information.
  - b. Responds to patron questions regarding their library account.
  - c. Refers patron queries and issues beyond their scope of authority to the Circulation Supervisor, Department Head, or Director.
  - d. Determines eligibility, then issues or renews library cards; accurately and efficiently checks out materials to qualified patrons.
  - e. Alerts patrons of fines, fees and other charges to their account. Collects money/checks and processes credit card transactions accordingly.
  - f. Accurately and efficiently checks in returned materials, ensuring completeness and good condition of items. Resolves exceptions according to established practices and procedures.
  - g. Follows up with patrons who have returned incomplete or damaged items.
  - h. Maintains Hold Shelf; uses the library's automation system to run required hold reports; generates and transmits library overdue notices and bills.
  - i. Answers patron concerns regarding hold items, using established guidelines to select the appropriate response; updates patron records with hold or fine information.

- j. Processes interlibrary loans.
- k. Places materials on book carts and in bins.
- l. Responds to gate alarm when it sounds.
- m. Assists patrons in the use of printer/copier/scanner, self-check stations and other equipment.
- n. Stays informed of library news and events via review of all forms of library communication: website, intranet, email, blog, and newsletter. Contributes content as appropriate.
- o. Enforces library policies using a polite and professional approach.
- p. Accepts special assignments of duties in support of the library's goals and objectives. Serves on teams and committees, and participates in initiatives as assigned.
- q. Answers and routes telephone calls as received from the public.

**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:

- High School diploma or its equivalent (G.E.D.) and one year of related experience serving the public, such as retail, clerical or library work; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job. May be required to possess a valid driver's license.
- Knowledge of basic library practices and services. This includes alphabetizing and the Dewey Decimal Classification System and adherence to the privacy rights of patrons.
- High level verbal and written communication skills; ability to deliver tactful and decisive explanations to an audience not always receptive to the information being communicated.
- Consistent display of public service attitude that reflects the library's values.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with the public and staff.
- Ability to maintain discretion in handling confidential library matters.
- Ability to use automated systems, basic office equipment, cash register and various computer software programs including word processing, spreadsheet, databases, email and the Internet.
- Efficient and accurate data entry skills.
- Confidence in handling cash; Skill in basic mathematics sufficient to collect fines.
- Prompt and dependable with a strong work ethic.
- Pleasant and courteous telephone skills.
- Ability to maintain records and prepare reports.
- Ability to prioritize workload and work independently.
- Ability to work under stress, and be adaptable to changes in work priorities.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of the job.

While performing the duties of this job, the employee is regularly required to talk and hear; use hands with dexterity; reach with hands and arms; be able to stoop, kneel, crouch or crawl. At times the employee might need to lift, or carry objects weighing up to 50 lbs. and push or pull carts weighing up to 200 lbs. Specific vision abilities required by the job include close, distance, and color, and peripheral vision and the ability to adjust focus.

The employee might occasionally be required to travel to other locations.

While performing the duties of this job, the employee regularly works in a public service or office setting. The noise level in the work environment is usually moderate.

**Process:** Applicants should submit a single PDF file of the following to [jobs@chelibrary.org](mailto:jobs@chelibrary.org).

1. Cover letter
2. Resume
3. Completed Chesterfield Township Library application ([www.chelibrary.org](http://www.chelibrary.org))

**Application Deadline:** 4/19/2019

**Starting Date:** 5/02/2019

**This is an at-will position. The Chesterfield Township Library is an equal opportunity employer. All decisions affecting employment shall be made without regard to an individual's race, color, religion, marital status, familial status, family responsibilities, veteran status, age, sex, sexual orientation, gender identity, height, weight, national origin, disability or other classification protected under federal, state or local law.**