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## Circulation Assistant Check-Out

Average Weekly Hours: 21 | FLSA Classification: Non-Exempt

Are you a positive individual with an aptitude for providing exceptional customer service? Are you organized and have the ability to multi-task? Do you thrive in a team environment and like helping people? If so, this opportunity may be for you!

The Indian Trails Public Library District (ITPLD) is seeking a Circulation Assistant (check-out) to join our team! This position is a part-time opportunity with an average work week of 21 hours. These hours are a mix of days, nights, weekends and holidays.

### Some of the job duties include:

- Staffing the Circulation desk or drive up window while providing outstanding customer service to our members.
- Assist members and staff in the materials check-out process, including account information retrieval, payments, and other concerns.
- Register new library members, maintain accurate records in library database and maintain library members' confidentiality.
- Perform claims returned procedures; process overdue and reserve items and assist members with self-check stations.
- Contact members and follow up on lost or missing items or service requests.
- File requested items on hold shelves; identify damaged and/or incomplete items and route items to the appropriate area.
- Greet everyone who enters the library in a professional, friendly manner.
- Cross train to assist in the materials check-in process including sorting materials, content and condition checks of materials, checking in materials, running and pulling unclaimed holds, and other check-in duties as needed.
- Supports the Circulation Supervisor by assisting with the training of new employees as needed as assigned by the Supervisor.
- Promote materials, programs, events, and services provided by the library.
- Perform other duties as assigned.

### This opportunity requires:

- High school diploma or equivalent certifications and/or experience required.
- Qualified candidates must have superb customer service skills.
- Ability to multitask, have attention to details and excellent organizational skills.
- Ability to use computers and relevant software including but not limited to Google products.
- Ability to communicate effectively, use good judgment in the decision making process, and work both independently and as part of a team.
- Flexibility to be able to work days, evenings, weekends, and holidays.

## Culture Code

The ITPLD Way

### Our Work

- We assume positive intent in all our interactions.
- We tackle our fast-paced environment with focus, humor and positive solutions.
- We work together to contribute to outstanding experiences for our members.
- We strive to have clear, consistent and direct communication throughout the organization. We listen, trust each other and openly share ideas and information.
- We strive to treat everyone with empathy and respect.

### Our Staff

- We are collaborative, enthusiastic and curious.
- We are a diverse bunch who recognize our differences as strengths.
- We are an engaged and driven group that values kindness and flexibility.
- We recognize one another for a job well done and always have time for a smile.

### Our ITPLD

- Our workplace is an open, friendly space where we feel valued and appreciated.
- We care about each other and support the well-being and development of each staff member.
- We make time to laugh, celebrate our accomplishments and passions, sport our sweet branded clothing and build relationships that make coming to work fun.



Indian Trails  
Public Library

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*Hourly rate of \$14.81. This position is eligible for pro-rated vacation and sick time and IMRF participation. The library supports continued learning and professional growth.*

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**To apply:** Send a cover letter and resume via e-mail to HR at [hr@itpld.org](mailto:hr@itpld.org). Please include the job title in the subject line. No phone calls please.