



## Circulation Assistant

Average Weekly Hours: 21 - 25 | 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 multitask? 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 to join our team! This position is a part-time opportunity with an average work week of 21 – 25 hours. These hours are a mix of weekdays, evenings, weekends and holidays.

### Some of the job duties include:

#### Check-out Duties

- Staffing Circulation desk and drive-up window, checking out materials, accepting materials for return while providing outstanding customer service to all members.
- Register new library members.
- Perform claims returned procedures; process overdue, reserve items and run reports.
- Contact members and follow up on lost or missing items or service requests.
- Maintain accurate records in the library database.
- Assist members and staff in the materials check-out process, including use of the self-check unit, account information retrieval, fine payments, and other concerns.

#### Check-in Duties

- Check in library materials, perform content and condition checks, pull reserves, run reports, contact members, and follow-up on items.
- Assist at the drive-up window with checking out materials and accepting materials for return as needed.
- Assist with public and staff material concerns.

#### General Duties

- Cross train to assist in both the check-in and check-out processes.
- Greet anyone who enters the library in a professional and friendly manner.
- Maintain library members' confidentiality.
- Troubleshoot sorter system, as needed, empty bins and sort materials.
- Shelve materials, perform shelf reading and periodic shifting of collections as assigned.
- File requested items on hold shelves and identify damaged or incomplete items and process items accordingly.
- Promote materials, programs, events, and services provided by the library.
- Supports the department by assisting with the peer-to-peer training of new employees as needed and as assigned by the manager or supervisor as well as adjusting the daily assignment schedule as needed.
- Perform other duties as assigned.

### This opportunity requires:

- High school diploma or equivalent certifications and/or experience.
- Superb customer service skills including the ability to maintain a positive attitude and demeanor under stressful situations.
- Ability to communicate effectively, use good judgment in the decision-making process, and work both independently and as part of a team.
- Ability to multitask, have attention to details, and excellent organizational skills.

### 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.

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- Ability to use computers and relevant software (including but not limited to Microsoft Office 365 products).
  - Ability to read typed labels and sort color coded labels.
  - Ability to safely lift, sort, and shelve materials of various shapes and sizes up to 35 pounds. Able to push and pull carts and bins of various weights and sizes. Able to stand and move about the library, especially the sorting area and lobby for long periods of time.
  - Flexibility to be able to work weekdays, evenings, weekends, and holidays.

*Hourly rate of \$15.21. This position is eligible for pro-rated vacation, sick time, floating holiday hours, and mandatory IMRF pension participation. The library supports continued learning and professional growth including job training for new employees.*

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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.