

LIBRARY CIRCULATION AIDE, *part-time*

Recruitment #1508-2630-001

List Type Original

Requesting Department LIBRARY

Open Date 8/20/2015 10:00:00 AM

Filing Deadline 9/18/2015 11:59:00 PM

HR Analyst Marti Cargile

INTRODUCTION

The Milwaukee Public Library is committed to providing the highest quality of service to internal and external customers. In meeting this commitment, employees are expected to be knowledgeable, competent, dependable, and courteous in the performance of their job responsibilities and to work cooperatively as part of a team. The incumbent takes advantage of opportunities to build both public understanding and support for libraries within the community. Employees are expected to be adaptable in a highly dynamic work environment.

Library Circulation Aides are employed up to 20 hours per week. Work hours are primarily during evenings and weekends – although daytime hours may be available – on a year-round basis. Persons employed as Library Circulation Aides must be available to work the schedule of hours required by the Library's public service needs. Library Circulation Aides work at the Milwaukee Public Central Library and Neighborhood Libraries and must maintain enrollment in high school, college, or technical school for a minimum of three credits per semester. *See Minimum Requirements, below.*

PURPOSE

Library Circulation Aides perform general clerical duties on a part-time basis. Major responsibilities include shelving, shelf-reading, and shifting library materials. Library Circulation Aides provide limited circulation services at customer service desks and assist with opening and closing procedures as assigned.

ESSENTIAL FUNCTIONS

- Verifies, sorts, and shelves materials from the returns desk, book drops, sorters, room use, and acquisitions.
- Reads shelves to maintain proper order.
- Shifts and straightens collections as space requires.
- Processes materials for and from delivery.
- Searches for and retrieves materials to fill hold requests.
- Staffs customer service desk.
- Checks in and checks out library materials.
- Answers the telephone and transfers calls to appropriate staff members.
- Answers inquiries from patrons regarding directions.
- Answers general information inquiries regarding library events and services.
- Troubleshoots RFID tag problems upon check in of materials; conducts self-checks.
- Assists the public with self-service resources, including PCs and CountyCat.
- Assists patrons with their accounts; may search for specific items.
- Assists with opening and closing routines (*i.e., turns various electrical equipment on or off, straightens work area, changes dates, and so on.*)

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Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. At least 16 years of age at time of application.
2. Current enrollment as a high school student **OR** college or technical school student for a minimum of three credits per semester.
 - **NOTE:** *Proof of student status (grade report and/or fee receipt) will be required before appointment to this position, and status will be monitored on a semester basis after hire. Individuals who do not maintain student status will no longer be eligible for employment as Library Circulation Aides.*

KNOWLEDGES, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

- Ability to use tact, be obliging, exercise good judgment, and demonstrate proper telephone etiquette in the process of serving customers.
- Ability to work with diverse groups of library patrons and various levels of library staff members in order to maintain a harmonious atmosphere.
- Ability to work well both independently and as part of a team.
- Ability to read and understand work related documents such as policies, procedures, and reports.
- Ability to follow instructions.
- Knowledge of basic mathematics and the ability to make accurate calculations.
- Ability to accurately and efficiently perform both general and detailed library clerical work.
- Ability to file and arrange items in proper numerical and alphabetical order.
- Ability to perform manual work to shift and straighten collections in order to organize and maintain the library.
- Ability to move and lift up to 20 lbs.
- Ability to complete work assignments in a timely manner.
- Ability to learn and use standard computer software programs.
- Ability to be prompt, reliable, and maintain good attendance.

CURRENT SALARY

The current salary range (**9CN**) for City of Milwaukee residents is **\$7.95 per hour**, and the non-resident starting rate is \$7.75 per hour. Appointees are not eligible for benefits.

SELECTION PROCESS

The selection process will consist of a job-related written examination weighted 100%. The written examination will measure the following knowledge, skills, and abilities that are necessary to do the work of a Library Circulation Aide: filing, interpreting job-related material, public relations, and interpersonal skills.

The examination will be held as soon as practical after **September 18, 2015**. Receipt of applications may be discontinued at any time after this date without prior notice. However recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time, and place of the examination. Unless otherwise required by

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law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

- ***NOTE:*** *The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the ordinance during the time it may take to know whether the Wisconsin Supreme Court will review the case. Once the Supreme Court refuses review or affirms the Court of Appeals decision, the City intends to fully enforce the ordinance. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.*