

# LIBRARY CIRCULATION ASSISTANT I

Recruitment #1505-2635DC-001

**List Type** Original

**Requesting Department** LIBRARY

**Open Date** 7/8/2015

**Filing Deadline** 7/29/2015 11:59:00 PM

**HR Analyst** Lindsey O'Connor

## **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.

## **PURPOSE**

The Library Circulation Assistant I performs customer service functions in a proactive manner at the Milwaukee Public Library (MPL), assisting the public with checkout and registration, charging and discharging library materials, handling book retrieval and searches, entering information into the computer system, and assisting in clerical duties associated with book acquisition. The person in this position also sorts and shelves library materials. Work schedules include first and second shifts and weekend assignments to meet the needs of the Library.

## **ESSENTIAL FUNCTIONS**

- Verifies, sorts, and shelves library materials from the return desk, book drops, sorters, room use, and acquisitions.
- Reads shelves to maintain proper order and shifts and straightens collections.
- Processes materials for and from delivery.
- Searches for and retrieves materials.
- Staffs customer service desks, charging and discharging library materials.
- Collects fines and fees, including handling cash and using Virtual Merchant for credit card payments and refunds.
- Answers the telephone; responds to general inquiries regarding directions, events, and library services, both over the telephone and in-person.
- Assists the public with library card registration and the reporting and replacement of lost cards.
- Assists the public with self-service resources, including registering for library cards online.
- Troubleshoots RFID (radio-frequency identification) tag issues related to the check-in of library materials.
- Assists with the acquisition of new books and the discarding of old books.
- May assist with library opening and closing procedures, processing new supplies, sorting and delivering mail and materials, operating audiovisual equipment, photocopying and faxing, compiling statistical reports, updating records, and training staff.

*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**

- One year of experience performing customer service or clerical functions closely related to the essential functions listed above.

**DESIRABLE QUALIFICATIONS**

- High school graduation or completion of high school equivalency or GED test.
- Keyboarding skills and familiarity with computers.
- Previous experience handling cash and credit card transactions.
- Previous experience working with the public.

**KNOWLEDGES, SKILLS, ABILITIES AND OTHER CHARACTERISTICS**

- Knowledge of basic mathematics.
- Customer service and telephone etiquette skills.
- Computer and keyboarding skills.
- Cash and credit card handling skills.
- Interpersonal skills to work effectively with fellow staff and the public.
- Oral communication skills to effectively assist patrons.
- Written communication skills to effectively document information on patron accounts.
- Ability to follow instructions and library policies.
- Ability to perform clerical work accurately and rapidly.
- Ability to sort alphabetically and numerically.
- Ability to safeguard library materials and equipment.
- Ability to read and understand work-related documents.
- Ability to be prompt, reliable and maintain a good attendance record.
- Ability to exercise discretion, use good judgment, and maintain confidentiality.
- Honesty, integrity.

**CURRENT SALARY**

The current starting salary (PG 6EN) for City of Milwaukee residents is \$28,267 annually, and the non-resident starting salary is \$27,574.

**SELECTION PROCESS**

The selection process will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

**INITIAL FILING DATE** - The examination will be held as soon as practical after **July 29, 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 of the date, time, and place of the examination. Unless otherwise required by 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.