

# LIBRARY CIRCULATION AIDE

Recruitment #1809-2630-001

<b>List Type</b>	Original-Continuing
<b>Requesting Department</b>	LIBRARY
<b>Open Date</b>	9/6/2018 4:00:00 PM
<b>Filing Deadline</b>	Continuous
<b>HR Analyst</b>	Marti Cargile

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## INTRODUCTION

"Inspiration starts here – we help people read, learn, and connect"

### -THE MILWAUKEE PUBLIC LIBRARY

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

Library Circulation Aides are employed up to 20 hours per week.

On a part-time basis, under the supervision of the Management Librarian, Library Circulation Aides perform general clerical duties, including shelving, shelf-reading, shifting library materials, performing limited circulation services at customer service desks, and assisting with opening and closing procedures.

## ESSENTIAL FUNCTIONS

- Verify, sort, and shelve materials from the returns desk, book drops, sorters, and acquisitions.

- Read shelves to maintain proper order; shift and straighten collections as space requires.
- Process materials for and from delivery.
- Search for and retrieve materials to fill hold requests.
- Staff customer service desk; answer the telephone and transfer calls to appropriate staff members; answer inquiries from patrons regarding directions; answer general information inquiries regarding library events and services.
- Check in and check out library materials.
- Troubleshoot radio frequency identification tag problems upon check in of materials; conduct self-checks.
- Assist patrons with their Library accounts, item searches, and self-service resources, including the computer kiosks and CountyCat access.
- Assist with opening and closing routines (i.e., turn various electrical equipment on or off, straighten work area, and change dates.)

*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.*

## CONDITIONS OF EMPLOYMENT

- Ability to transport up to 20 lbs unassisted.
- Work hours are primarily during evenings and weekends a year round basis. Daytime hours may be available.

## 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 at time of application and throughout employment. *NOTE: Proof of student status is required and must be received by the application period closing date. A copy of your school transcript should be attached to your online application. Applications without proof of student status attached will be rejected. Your documents must be legible and include the following information: the high school or college name, your name, number of credits (if applicable) and be current as of the fall semester 2018. Individuals must maintain student status to be eligible for employment as Library Circulation Aides.*
3. Persons employed as Library Circulation Aides must be available to work the schedule of hours required by the Library in order to serve the needs of the public.

## KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Customer service, telephone etiquette, and oral communication skills to effectively assist library patrons and positively represent the library.
- Ability to work cooperatively and fairly with coworkers and patrons whose backgrounds may differ from one's own.
- Ability to work well 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 related to cash handling and the payment of fines.
- Ability to accurately and efficiently perform both general and detailed library clerical work.
- Ability to precisely sort items and information 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 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.
- Ability to use tact and exercise good judgment in customer service interactions.

## CURRENT SALARY

**THE CURRENT PAY 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

**This is a continuing examination.** The written test will consist of a job-related multiple-choice test weighted 100%. The test 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. Exams are currently scheduled for the months of October and November, 2018.

Qualified applicants will receive an invitation to participate in the written exam. For those who apply on or before September 21, 2018, the exam date will be **October 4, 2018**. For those who apply on or before November 14, 2018, the exam date will be **November 29, 2018**. For all applications after that time the next testing sessions will be held during 2019 as often as required to meet the needs of the City. Test dates are subject to change

The names of successful candidates will be placed on the eligible list in a rank determined by the final score without reference to the date of the examination. Candidates may take an examination for this position only once every six months.

#### ADDITIONAL INFORMATION

- Applications can be accessed by visiting [www.jobaps.com/MIL](http://www.jobaps.com/MIL).
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

#### CONCLUSION

EEO = 605

“The City of Milwaukee values and encourages diversity and is an equal opportunity employer.”