### GREENVILLE COUNTY (SC) LIBRARY SYSTEM

**JOB ANNOUNCEMENT, NO. 2023-071**

|  |  |
| --- | --- |
| **Posting Date:** Monday, April 17, 2023 | **Application Deadline:** Monday, April 24, 2023 |
| **Position:** Library Assistant II, Main Circulation, Hughes Main Library, Works 3 days (flexible schedule) during the week and every other weekend, Saturday and Sunday. (See schedule below). | **Pay:** $12.37 per hour  Position works 16 - 20 hours per week |
| **Status:** Regular Part-time, Non-Exempt | **Available:** May 2023 |
| **Location:** Hughes Main Library, 25 Heritage Green Place, Greenville, South Carolina | |
| **Schedule:** WK 1: Sun. 2:00p-6:00p; and Mon., Tues., & Fri. flexible schedule, any 4-hour block between 10:00a-4:00p  WK 2: Mon., Tues., & Fri. flexible schedule, any 4-hour block between 10:00a-4:00p; and Sat. 9:00a-6:00p | |

## **FUNCTION**

Employees in this position embody the Library’s code of service by creating an atmosphere where customers and coworkers feel invited, informed, impressed and inspired. They greet customers and coworkers with a welcoming smile and they enthusiastically provide knowledgeable and meaningful assistance in the discovery and use of Library resources, services and technology. Work is performed under general supervision, in accord with the Library’s vision and mission using good judgment in the application of policies and established procedures.

## **REQUIRED KNOWLEDGE, SKILLS/ABILITIES & CHARACTERISTICS**

*(Testing of computer skills will be part of the interview process for this position.)*

Knowledge:

* Knowledge of basic computer, mouse and keyboard use.

Cursory level of knowledge of Windows operating system, MS Office, various Internet browsers and email.

* Knowledge of business English, spelling and arithmetic.

Skills/Abilities:

* Ability to operate and care for computers and their peripheral equipment, e.g. RFID pads, barcode readers, printers, etc.
* Ability to learn, the Library’s integrated system software, i.e. an automation system used to manage Library processes.
* Ability to demonstrate to customers the use of the library’s website, including the online catalog and databases.
* Ability to use Windows operating system, MS Word and Excel, various Internet browsers and email to perform common tasks on the computer.
* Ability to learn and demonstrate the use of current mobile device technology to assist customers in downloading and/or accessing the Library’s online digital materials such as eBooks.
* Ability to communicate concepts, general information and task-related information in oral, written and electronic forms.
* Ability to learn, implement and maintain complex filing systems including the Dewey Decimal System with a high level of accuracy.
* Ability to maintain confidentiality of customer records, security related incidents and other identifiable customer uses of Library resources and services.
* Preferred: Bilingual – English/Spanish skills.
* Preferred: Touch typing skills.

Characteristics:

* Works well in a team environment.
* Enjoys working with people and possesses a strong commitment to customer service.
* Establishes rapport with others in person and on the telephone, and maintains effective working relationships with customers and coworkers.
* Uses good judgment and discretion in carrying out duties and responsibilities.
* Works calmly and effectively in stressful situations and in a sometimes noisy and chaotic environment.
* Follows established procedures and instructions received from supervisor.
* Possesses strong organizational skills and is detail oriented.
* Performs routine tasks efficiently and without difficulty.
* Is receptive to feedback, willing to learn and embraces continuous improvement.
* Takes ownership of work, does what is needed without being asked, and follows through until task is resolved.
* Arrives on time, works hours as scheduled and maintains a good attendance record.

## **MINIMUM TRAINING & EXPERIENCE**

Required:

* High school graduation
* Experience working with the public in a customer service position

Preferred:

* Experience working in a library or formal learning environment
* ACT National Career Readiness Certificate (WorkKeys Assessment)

## **PHYSICAL REQUIREMENTS**

Must have the ability to:

1. concentrate for long periods of time
2. speak clearly and distinctly
3. hear and/or comprehend verbal communication
4. see and interpret all job-related materials
5. operate Library equipment as assigned
6. lift up to 25 pounds and push book carts weighing over 100 pounds
7. sit for long periods of time
8. stand for long periods of time
9. walk, bend and stoop
10. reach, grasp and use hands to touch, handle, or feel

## **EXAMPLES OF WORK PERFORMED**

*These tasks are illustrative only; to carry out the day-to-day functions of the job, other duties may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position. Essential job functions designated with (E).*

* Assists customers with identifying, locating and using Library materials. (E)
* Provides general circulation services, including registering new borrowers, updating customer records, placing holds, checking out materials, etc. (E)
* Assists customers with the online catalog and the Library’s website, including databases. (E)
* Uses the Library’s integrated library system (ILS) to process discharges, fill or clear holds, place or receive items in transit, and maintain accurate status of items. (E)
* Processes ILS reports to identify and retrieve items to fill hold requests and to return expired holds to the collection.
* Empties materials drops located inside and/or outside the Library. (E)
* Collects and maintains appropriate records of fines and fees received. (E)
* Sorts Library materials and shelves them according to their established arrangement. (E)
* Assists customers with current mobile device technology and assists them in downloading and/or accessing the Library’s online digital materials such as eBooks. (E)
* Communicates and enforces the Library’s *Code of Conduct* and other policies, procedures, and rules to customers. (E).
* Checks arrangement of shelved materials to assure they are in proper order. (E)
* Assists in conducting inventory of Library collections.
* Moves and arranges Library materials under supervision. (E)
* Retrieves Library materials as requested. (E)
* Assesses Library materials for needed repair or repackaging and identifies items for discard/replacement review. (E)
* Uses Library equipment proficiently and instructs and demonstrates use, including self-checkout stations, to customers as needed. (E)
* Provides Readers’ Advisory services. (E)
* Makes appropriate referrals to other Library units, agencies, etc., for information or materials not available at work location. (E)
* Cleans and dusts Library equipment, materials and shelving; assists in keeping the Library clean and neat. (E)
* Assists customers in submitting interlibrary loan requests. (E)
* May assist with training of staff and volunteers.
* Monitors and stocks brochure display and publicity items.
* Promotes Library programs and assists customers in registering for them. (E)
* Attends meetings, training programs, workshops, etc. as requested by supervisor. (E)
* Follows safe work methods to prevent injury. (E)
* Performs other related duties as required.

Greenville County Library System may change assigned work location and schedule

of any position depending upon the needs of the system.

**Visit the Job Openings page on our website at** [**www.greenvillelibrary.org**](http://www.greenvillelibrary.org) **to submit an online employment application and/or for additional information about our application process. Inquiries may be directed to**

**Cindy Quinn at (864) 527-9232 or** [**cquinn@greenvillelibrary.org**](mailto:cquinn@greenvillelibrary.org)**.**

**Current employees must also complete and submit an**

***Internal Job Application Acknowledgement Form*, which may be downloaded from StaffWeb.**

**GCLS is an Equal Opportunity Employer. GCLS participates in E-Verify.**