



**If you enjoy working in an inclusive and supportive environment and want to make a difference in the lives of others, this job may be for you!**

**VIGO COUNTY PUBLIC LIBRARY  
HAS A JOB OPENING FOR A FULL-TIME ADULT SERVICES ASSISTANT**

**OPEN TO CURRENT LIBRARY EMPLOYEES AND EXTERNAL CANDIDATES**

**Posting Date: March 15, 2024**

**Application review will continue until the position has been filled.**

**ADULT SERVICES ASSISTANT:** Opening for a full-time 40 hours per week non-exempt position in the Adult Services Department of the Vigo County Public Library.

**GENERAL DESCRIPTION:** The Adult Services Assistant is responsible for assisting customers with the library's meeting room reservation bookings and related processes, provides Notary Public services for library customers, and works collaboratively on special department and system-wide projects in support of the goals and objectives of the VCPL.

**JOB FUNCTIONS:**

**Core Essential Functions:**

- Represent the VCPL's fundamental values of unbiased inclusiveness and respect for others.
- Establish an aware, approachable, and proactive service presence acknowledging customers with eye contact, a greeting, and an offer of assistance.
- Provide a positive service experience for each customer with a focus on facilitating the most beneficial outcome possible for the customer.
- Interpret and provide guidance on library policy and procedure to library customers.
- Address customer behaviors that do not align with the VCPL Rights and Responsibilities in a respectful and constructive manner providing appropriate redirection and employing de-escalation tactics.
- Maintain confidentiality and privacy of library customer information and transactions.

**Essential Functions Performed Daily:**

- **Oversee the web-based meeting room reservation system processes for the Main Library including:**
  - Confirming and coordinating Main Library meeting room requests, room setups/configuration, and equipment needs.
  - Providing guidance on meeting room policy and procedure to customers.
  - Coordinating meeting room bookings and audio-visual and other equipment requests with Tech Team.
  - Collaborating with Branch staff regarding management of meeting room bookings including overlap between the Main Library and Branch Library meeting room booking activities.
  - Communicating regularly with the Facilities Team regarding meeting room set-ups and customer needs.
  - Posting Main Library daily meeting room schedules in all meeting room signage areas.
  - Distributing the Main Library daily meeting room schedules to all public service desks and departments.
  - Working with manager to keep meeting room reservation procedures up to date.
- **Serve as Notary Public for customers, following proper procedures including:**
  - Examining legal documents to verify completeness.
  - Verifying identities of document signers.
  - Entering document signing information into Notary journal.
  - Administering oaths and taking acknowledgments.
  - Legally affixing notary seals on completed documents.

- Stay up to date on the library's Programs and Events calendar and provide information to customers regarding programs, events, and services offered to the public.
- Perform customer service duties including assisting on-site customers, responding to online chats, responding to emails, and answering the telephone.
- Provide back-up telephone and desk assistance to Lifelong Learning Center customers.

#### **Essential Functions Performed Periodically:**

- Consult with the Adult Services Manager and or a Division Director regarding customer interactions when necessary.
- Participate in the cross-training of other staff members for meeting room reservation processes and procedures as directed by the Adult Services Manager.
- Assist other departments with posting and maintenance of community information brochures, pamphlets, and announcements on the community information board.
- Assist with library programs, events, and outreach opportunities.
- Participate in staff events, committees, and task force assignments.
- Perform other duties and assist in other departments as assigned.

#### **PHYSICAL AND COGNITIVE REQUIREMENTS**

- Ability to:
  - o read, write, and understand written and verbal instructions.
  - o effectively communicate with the public and staff.
  - o have a high degree of mental acuity and verbal communication skills.
  - o display tact and patience in all customer service exchanges.
  - o to move throughout the library to assist customers and perform essential job functions.
  - o to perform repetitive movements utilizing computer keyboard, monitor, and mouse.
  - o to file alphabetic and numerical systems.
  - o to sit or stand for long periods of time.
  - o to push carts from 25-75 pounds.
  - o to reach heights up to six feet with the use of a step stool or step ladder and bend to floor levels.
  - o to lift items ranging from 10-25 pounds.

#### **QUALIFICATIONS:**

- High School diploma or equivalent required.
- Ability to work independently and maintain efficient workflow required.
- Complete state-approved Notary course and pass a written Notary exam; apply for and obtain a Notary License; renew Notary Public credentials and complete continuing education as required.
- Excellent clerical skills with strong attention to detail and accuracy; ability to audit data.
- Exceptional communication skills required with the ability to assist customers in-person, by telephone, and email.
- Strong reading comprehension skills.
- Strong problem-solving skills.
- Skilled in the use of personal computers and related software applications including Windows and Microsoft suite programs such as Word, Excel, and Access required.
- Ability to learn and utilize various software applications/platforms and adapt to new technologies.
- Demonstrated excellent customer service skills required, prior experience in a library or similar environment desired.
- Interest in and enthusiasm for working with the public required; excellent interpersonal skills with the ability to develop rapport with co-workers and the public necessary; prior experience working for the public desired.
- Ability to maintain confidential information required.
- Ability to file alphabetically and numerically, and perform general clerical duties required.
- Ability to work well with others in a team environment.
- Ability to manage concurrent multiple priorities and tasks calmly and competently.
- Ability to project friendliness, patience, and positivity.

- Ability to work in a changing and multi-cultural environment.

**WAGE:** Job Class 7, full-time non-exempt position starting rate of pay is **\$14.29 per hour**.

**BENEFITS:** Optional participation in the United Healthcare PPO Health Plan or High Deductible Health Plan with HSA, Guardian Vision Insurance, and Guardian Dental insurance. *Through December 31, 2024, employees contribute \$173.68 per month for single employee coverage for participation in PPO Health/Vision/Dental plans, or \$33.68 for single employee coverage participation in HDHP with HSA/Vision/Dental plans.*

Other benefits include paid Life Insurance, paid Long Term Disability Insurance and 100% paid participation in the Indiana Public Retirement System. Tuition reimbursement is available to employees in accordance with the VCPL Staff Development policy.

Full-time employees are eligible for 12 paid holidays per year and accrual of paid vacation and sick leave equivalent to 2 vacation leave days and 1 sick leave day for every active month of employment.

## **APPLICATION**

**Preferred methods of application:** 1) Visit <https://vigolibrary.org/about-2/careers/> to download the VCPL employment application form. Email the completed form along with cover letter and resume to [application@vigolibrary.org](mailto:application@vigolibrary.org) ; or 2) submit application materials online at [www.indeed.com](http://www.indeed.com).

\*Current VCPL employees who wish to apply for this position must complete a VCPL employment application form and submit it with cover letter and resume to Human Resources.

**Application review will continue until the position is filled. Applicants whose qualifications best match the requirements of the position will be contacted for an interview.**

## **Vigo County Public Library is an E-Verify Employer.**

The Vigo County Public Library provides equal opportunities to all applicants for employment without regard to race, color, creed, religious belief, sex, sexual orientation, gender identity or expression, national origin, age physical or mental disability, ancestry, or veteran status. Vigo County Public Library complies with all applicable federal state and local laws governing nondiscrimination in employment in every library location. The Equal Employment Opportunity Policy applies to all terms and conditions of employment, including, but not limited to, recruitment, selection, training, hiring, termination, transfer, leaves of absence, compensation, or any other personnel action.

**Human Resources, Vigo County Public Library**