



If you're an avid fan of local history and genealogy research, enjoy working with people, and want to work in an inclusive environment, this job may be for you!

VIGO COUNTY PUBLIC LIBRARY
JOB VACANCY ANNOUNCEMENT: PART-TIME SPECIAL COLLECTIONS CLERK
OPEN TO CURRENT LIBRARY EMPLOYEES AND EXTERNAL CANDIDATES

Posting Date: March 20, 2024

Application review will continue until the position has been filled.

SPECIAL COLLECTIONS CLERK: Opening for a part-time 20 hours per week non-exempt position in the Special Collections Department of the Vigo County Public Library (VCPL).

GENERAL DESCRIPTION: Special Collections Clerks are responsible for assisting customers seeking information such as obituary notices, genealogy records, and various other archived and special records available via microfilm, computer files, online databases, and in various VCPL collections. Special Collections Clerks also assist with the maintenance of SPC research resources; and work 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 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:

- Assist in the day-to-day activities of the Special Collections Department.
- Assist customers with inquiries and research on obituary notices, genealogy records, and various other archived and special records available via microfilm, computer files, online databases, and in various VCPL collections.
- Assist with service desk duties including assisting on-site customers, responding to online chats, answering emails, responding to written correspondence, and answering and providing assistance via telephone.
- Maintain online obituary and marriage indexes by performing updates such as additions, corrections, deletions, and any other necessary database changes.
- Assist with SPC special projects as assigned.
- Make sure resources in SPC are accurately arranged and accessible by performing tasks such as re-filing materials and microfilm used by customers and staff and making sure equipment is functioning properly and ready for use.
- Assist customers with microfilm readers and printer/copier.

Essential Functions Performed Periodically:

- Assists with archival organization and description.

- Check and refill paper in Special Collections copier/printer.
- Consult with the Special Collections Manager and or a Division Director regarding customer interactions when necessary.
- May assist with library programs and events.
- Perform other duties and assist in other departments as assigned.

Additional Functions Performed Periodically:

- Participate in the training of new Special Collections staff in various procedures as directed by the department manager.
- Assist with maintenance of Special Collections office supplies.
- Participate in Staff Association events and committees as well as other committee assignments.

PHYSICAL AND COGNITIVE REQUIREMENTS:

- Ability to
 - Read, write, and understand written and verbal instructions.
 - See and hear various forms of library media and materials.
 - File alphabetic and numeric systems.
 - Utilize computer keyboard, monitor, and mouse or use modifying/adaptive devices or equipment with equivalent outcomes.
 - Perform repetitive hand movements in use of computer keyboard and opening/closing library materials casings.
 - Remain stationary for long periods of time either sitting or standing.
 - Move throughout the library to assist customers and provide a variety of customer services.
 - Reach floor level and heights up to six feet.
 - Lift items ranging from 10-25 pounds.
 - Push/move carts and loads from 25 to 75 pounds.
- High degree of mental acuity with highly developed skill for paying attention to detail.
- Well-developed communication skills; proficient in communicating effectively with customers and co-workers orally and through written communication.
- Adept at consistently using tact and patience in interactions with others.
- Well-developed organizational skills and adept at prioritizing and managing workflow.

WORK SCHEDULE: 20 hours per week work schedule includes Tue 4-8PM, Thu 8AM-4:30PM, Fri 9:30AM-6PM (except when scheduled for Sat), Sat 8:30AM-5PM (generally once in a 5-week period), Sun 1-5PM (generally once in a 5-week period not coinciding with Sat schedule). Schedule flexibility is required including evening and weekend work to meet department needs and to assist with special programs and events.

QUALIFICATIONS:

- High School diploma or equivalent.
- Strong clerical skills with attention to detail; ability to audit data.
- Computer skills with experience using Windows and Microsoft applications, and high comfort level for learning and using various software programs and platforms required.
- Interest in and enthusiasm for working with the public required with prior experience in a library or similar environment desired.
- Social Skills
 - Well-developed interpersonal and customer service skills with ability to effectively work with a wide range of people in a diverse community required.
 - Ability to work well with others and display tact, patience, and the use of sound judgement required.
 - Ability to project friendliness, enthusiasm, and a positive attitude required.

- Ability to consistently apply communication and interpersonal skills to achieve constructive and beneficial interactions with co-workers and customers required.
- Ability to constructively address customer behavior that doesn't align with the VCPL Rights and Responsibilities.
- Ability to work independently and maintain efficient workflow required.
- Ability to maintain confidential information required.
- Ability to file alphabetically and numerically, and perform general clerical duties required.
- Excellent oral, written, and telephone communication skills required.
- Ability to effectively adapt to changes in workflow and departmental and library wide initiatives and priorities.
- Ability to work a varying and flexible work schedule that includes evening and weekend hours.

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

BENEFITS: Optional participation in Guardian Vision Insurance and/or Guardian Dental insurance. *Through December 31, 2024, employees participating in employee only coverage contribute \$8.00 per month for Vision plan and \$5.68 for Dental plan.* Part-time employees are eligible for 12 paid holidays per calendar year and accrue paid vacation and sick leave based on hours worked or paid leave taken. Tuition reimbursement is available to employees in accordance with the VCPL Staff Development policy.

APPLICATION

Preferred methods of application: 1) Visit www.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 ; or 2) submit application materials online at www.indeed.com.

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.

*** Current library employees who wish to be considered must complete the VCPL Application for Employment form and submit it with application materials to Human Resources. Application review will continue until the position is filled.**

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