



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 LENDING SERVICES CLERK**

OPEN TO CURRENT LIBRARY EMPLOYEES AND EXTERNAL CANDIDATES

Posting Date: November 12, 2024

Application review will continue until the position has been filled.

LENDING SERVICES CLERK: Opening for a full-time 40 hours per week non-exempt position in the Lending Services Department of the Vigo County Public Library.

GENERAL DESCRIPTION: The Lending Services Clerk is responsible for providing excellent customer service experiences, circulation services, and general information and directional assistance to customers in support of the goals and objectives of the Vigo County Public Library.

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:

- Assist in the day-to-day activities of the Lending Services Department.
- Provide directional and informational assistance to customers at public service desks and other service areas by
 - locating and identifying library materials
 - assisting with use of the library's online catalog, placement and management of holds, self-checkout, and automated materials handler (AMH) return
 - answering questions about services, meeting room and program schedules, restroom locations, etc.
 - helping with basic information inquiries and referring customers to Adult Services for in-depth reference questions
- Follow procedures in the issuance of library cards and charging and discharging functions using the library's automated circulation system.
- Provide service to customers via telephone and email regarding library account inquiries and other service-related questions.
- Review and verify customer library card applications to ensure compliance with Indiana State Library and local government requirements and record management standards as assigned.
- Process daily reports for customer holds management and materials routing and delivery.
- Assist with materials and shelf maintenance by
 - processing library materials through automated materials handler (AMH) including inspecting materials for satisfactory physical condition and ensuring that AMH is functioning properly— refer/route materials for repair or withdrawal as appropriate

- removing materials from AMH bins and distributing them as appropriate including placing items on designated shelves for additional handling or arranging on hand carts for return to proper shelf location
- returning materials to proper shelf location and verifying shelf arrangement accuracy
- ensuring that shelves and materials are clean and dust free; cleaning shelves and materials as needed
- Operate cash register to process payments and provide receipts for lost or damaged materials, collection agency fees, and sales transactions for VCPL and or Friends of VCPL; make change for microfilm and photocopy charges.
- Balance cash register and drawer and prepare transaction reports with receipts and revenue for deposit with Business Office as assigned.
- Re-set and charge tablets and E-readers.

Essential Functions Performed Periodically:

- Follow process for returned items with missing pieces such as Audiobooks, music CDs, Video Games and DVDs.
- Follow procedures in the issuance of Public Library Access Cards (PLAC) cards.
- Interpret library policy and procedures to the public and refer unresolved issues or questions to the Lending Services Manager or the Director of Support Services when necessary.
- Assist with inventory assignments and the production of circulation and missing reports.
- Participate in the training of new Lending Services personnel in various Lending Services procedures as directed by the Lending Services Manager.
- Process new books and perform basic repair to slightly damaged books; repair/replace cases for AV materials as needed.
- Retrieve library materials from outside customer drop-boxes.
- Search for missing and or lost library materials.
- Assist with answering phone calls in the Lending workroom.

Additional Functions Performed Periodically:

- Assist with maintenance of Lending Services office supplies.
- Assist with schedule coverage at branch locations as needed.
- Assist with Interlibrary Loan functions as needed.
- Participate in Staff Association events and committees as well as other committee assignments.
- Perform other duties as assigned.

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.
 - Regularly lift and move items ranging from 25-50 pounds including ability to repetitively lift to 40 pounds.
 - Regularly 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 organizational skills and adept at effectively prioritizing and managing workflow.
- Well-developed communication and interpersonal 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.

WAGE: Job Class 7, full-time non-exempt position with starting rate of pay at **\$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 ; or 2) submit application materials online at 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