



Join the team at VCPL's new 12 Points Library Branch and be part of bringing positive change to the 12 Points community! As a valued member of our team, you'll have the opportunity to contribute to a wide range of functions and help shape the future of our innovative library services. If you're passionate about creativity, collaboration, and making a difference, we invite you to apply to be part of the VCPL Team at 12 Points!

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

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

**Posting Date: March 27, 2025**

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

**BRANCH ASSISTANT:** Opening for a full-time 40 hours per week non-exempt position at the 12 Points Branch Library of the Vigo County Public Library.

**GENERAL DESCRIPTION:** The 12 Points Branch Assistant is responsible for providing excellent customer service including circulation services, general information assistance, assisting with the use of computers and other equipment, assisting with scheduling of special use spaces, and assisting with branch programs and events. The 12 Points Branch Assistant also performs many of the day-to-day operating activities for the branch including materials routing, shelf maintenance, multifunction copier/printer and equipment maintenance, and other duties that boost efficient operations and excellent customer service 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 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**

- Provide quality service to library customers by:
  - answering basic information inquiries and questions about services, meeting room and program schedules by phone, in person, or via email - seeking assistance from Branch Librarian or Manager regarding in-depth information inquiries.
  - helping users locate and access library materials and resources in all formats such as print, disc, digital or web based including the placement of holds on unavailable items and the use of interlibrary loan processes to request materials outside the VCPL collection.
  - checking out library materials for customers using the integrated library system (ILS) and/or assisting customers with use of the self-checkout units.

- performing borrower registration processes using approved forms and ILS, issuing library cards to customers, and assisting customers with library account inquiries and/or management.
  - accepting payments and issuing receipts to customers for lost or damaged materials and/or other charges.
  - assisting customers with the use of library computers and devices, multifunction copier/printer, mobile printing, and other equipment or devices available for public use or used by the public to access resources.
  - providing general technology assistance in the use of computers and electronic devices for accessing resources and utilizing programs, platforms, etc.
  - assisting customers with signing up for special-use library spaces such as meeting rooms, the shower/laundry combo room, and detached activities spaces.
  - monitoring playground, splashpad, and rooftop terrace customer areas.
  - interpreting and explaining library policy and procedure, resolving customer concerns, and providing support to colleagues when needed to explain policy or procedure to help effectively resolve concerns.
- Perform materials management and shelf maintenance processes to include:
    - processing daily ILS reports for customer holds management, drive-through material pickups, and retrieving and/or transiting materials to fulfill holds or item location changes.
    - checking in, processing and shelving newspapers and magazines.
    - checking in library materials that have been returned by customers and/or transited to the branch.
    - retrieving returned library materials from the outside drop box.
    - inspecting checked in library materials to make sure they're in suitable condition for reshelving and circulation, including checking for damages, excessively worn areas, cleanliness, or any debris attached to or inside materials.
    - shelving library materials in proper location according to Dewey Decimal and local classification systems.
    - systematically reading shelves to verify that materials are in correct location, in call number order, and labeled correctly.
    - cleaning and/or shifting library materials and shelves as needed to maintain neat and well-ordered presentation of library materials.
  - Monitor computer resource areas including applying designated time limits in conjunction with demand and reservation guidelines - maintain familiarity and ensure compliance with library policies and procedures regarding the use of public computers.
  - Perform basic equipment maintenance in the computer resources area including changing copier/printer cartridges, restocking paper, cleaning computer screens and keyboards, and various other equipment maintenance tasks.
  - Assist with setup/functionality testing/tear-down for computer, AV, telecommunications, and related equipment for meeting rooms and/or detached activities spaces according to schedule or request.
  - Assist with the maintenance/cleaning of special-use library spaces such as meeting rooms, the shower/laundry combo room, washrooms, and detached activities spaces.
  - Participate in opening procedures including deactivating alarm(s), setting up cash register and making sure cash drawer change fund is accurate, and turning on public computers.
  - Participate in closing procedures including shutting down public computers, balancing cash drawer, following procedures for cash drawer change fund overage/underage, preparing cash register transaction reports, ensuring facility and detached spaces are unoccupied and secured, and activating facility and detached spaces alarms before leaving premises.
  - Perform a variety of routine clerical tasks as assigned.
  - Demonstrate a regular and reliable level of attendance at the workplace.

### **Essential Functions Performed Periodically**

- Assist Branch Librarian and Branch Manager with arranging displays and conducting programs – prepping materials, setting up, and helping during programs.
- Perform basic troubleshooting for public computers, copiers, fax machines, print stations, and print and pc reservation management hardware and software, report unresolved issues to IT or appropriate department.
- Assume other work assignments as directed by the Branch Manager.

### **Additional Functions Performed Periodically**

- Participate in 12 Points community and 12 Points Branch special events when needed.
- Assist with inventory assignments and the production of circulation and missing reports, and search for lost library materials.
- Assist in the maintenance of Branch supplies with preparation of the supply request list.
- Assist with coverage in other library departments and branches as needed.

### **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 interior and exterior of the library facilities to assist customers and provide a variety of customer services.
- Reach floor level and heights up to six feet.
- Move items ranging from 10-25 pounds.
- Move carts from 25-75 pounds.

Other Requirements:

- High degree of mental acuity with well-developed skill for paying attention to detail.
- Well-developed communication skills with proficiency in communicating effectively orally and through written communication.
- Adept at consistently using tact and patience in interactions with others and de-escalating conflict.
- Well-developed organization skills and adept at prioritizing and managing workflow.
- Adept at responding calmly and competently to changing circumstances and priorities and in emergency situations.

**WORK SCHEDULE:** This position has a 40 hours per week work schedule which is generally: Monday, Tuesday, Friday 9:45 AM-6:15 PM; Wednesday and Thursday 11:45 AM-8:15 PM, and Rotating Saturdays 9:45 AM-6:15 PM. Schedule flexibility is required including evening and weekend work to meet branch scheduling needs and assist with special programs and community events.

### **QUALIFICATIONS:**

- High School Diploma or equivalent required.
- Interest and enthusiasm for working with the public with prior experience in a public service capacity highly desired.
- Excellent customer service skills required with prior experience in providing direct customer services desired.
- Well-developed and effective written and oral communication skills with ability to create and edit written materials required.

- Strong computer skills with experience using a variety of Microsoft programs and other computer related programs and online platforms required.
- Experience in the use of on-line databases, internet resources, and various types of technology to provide services to customers of all ages required with prior experience in their use in a library setting highly desirable.
- Must be able to provide individualized instruction to customers regarding the use of computers, internet searches, computer software & equipment, etc.
- Previous experience in assisting with various aspects of public programs and activities desired.
- Well-developed organizational skills with ability to independently maintain effective and efficient workflow required.
- Ability to adjust quickly to a changing work environment including changes in technology required.
- Ability to file accurately in alphabetic and numeric systems and perform general clerical duties required.
- Ability to work a varying and flexible work schedule including different shifts, and evening and weekend hours when needed.
- Requires ability to maintain a regular and reliable level of attendance at the workplace.

**Interpersonal Skills:**

- Well-developed interpersonal skills with the ability to maintain positive and effective working relationships with a diverse community of customers, library staff, and organizations. Diversity may include differences in ethnicity, race, culture, socioeconomic status, gender and gender identity, sexual orientation, cognitive traits, etc.
- Ability to consistently display positive behaviors and work habits and interact as a constructive and motivated team member.
- High degree of resourcefulness, tact, patience, and demonstrated good judgment required.
- Ability to maintain confidential information required.
- Ability to project an attitude of approachability, helpfulness, positivity, and enthusiasm for providing service required.
- Ability to apply constructive redirection when customer behavior does not align with the VCPL Rights and Responsibilities.

**WAGE: Branch Assistant, Job Class 7, full-time 40 hours per week non-exempt position, rate of pay is \$14.50 per hour.**

**BENEFITS:** Optional participation in the Anthem PPO Health Plan or High Deductible Health Plan with HSA, Guardian Vision Insurance, and Guardian Dental insurance (Through December 31, 2025 employee contributes \$207.68 per month for single employee coverage for participation in PPO Health/Vision/Dental plans, or \$37.68 for single employee coverage participation in HDHP with HSA/Vision/Dental plans); paid Life Insurance; paid Long Term Disability Insurance; 100% paid participation in Indiana Public Retirement System; eligible for 12 paid holidays per year; vacation and sick accrual occurs bi-weekly with the equivalent of 2 vacation days and 1 sick day for every active month of employment. **Tuition reimbursement** is available to VCPL employees in accordance with the VCPL Staff Development policy.

**APPLICATION INSTRUCTIONS: Complete the attached application form and submit it along with resume and cover letter to [application@vigolibrary.org](mailto:application@vigolibrary.org). Please contact Human Resources if you have any questions about the position.**

**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.