



**BALTIMORE COUNTY
PUBLIC LIBRARY**

JOB OPPORTUNITY

Circulation Assistant II – Owings Mills Branch

Multiple Vacancies

Looking to fill various shift including days, evenings, and weekends

At BCPL, staff members have the opportunity to enrich individual lives and build strong communities by delivering exceptional customer experiences, establishing meaningful partnerships, and creating innovative learning spaces. We seek enthusiastic, open-minded, self-motivated individuals who can work well independently and with others. BCPL circulates over 11 million items and provides library services through its 19 branches, 4 mobile library vehicles, and an extensive outreach network. If you are forward thinking and passionate about public service, consider joining BCPL as a part-time **Circulation Assistant II**.

Key Responsibilities

- Assist customers with check out procedures, permits/licenses, basic catalog searches, and basic computer use
- Handle customer account concerns including negotiation of fees and collection agency inquiries
- Use the ILS to register customers for library cards, to check-in materials, to determine specific action for processing items, and to ensure accurate processing of materials
- Use cash register credit card systems for collecting payments
- Communicate and enforce rules and policies
- Respond to materials security system
- Serve as lead staff at the customer service desk in the absence of a manager
- Sort and shelve materials and keep them in an orderly fashion
- Process incoming materials and mail
- Process Request Manager reports, withdrawn materials, reserves, & problem materials
- Assist with opening and closing procedures
- May prepare cash drawers and make bank cash deposits

Education/Experience Requirements

- High School Graduate or High School equivalency preferred
- One year of customer service experience working in a public library preferred
- Ability to sort materials in alpha & numerical order, process basic math transactions, follow instructions, work effectively under minimal supervision, communicate effectively, and exercise sound judgment
- Basic computer skills demonstrated through use of Microsoft Office applications and email
- Physical ability to stand at a public service desk for up to 2 hours at a time, lift up to 25 lbs., push/pull carts weighing up to 100 lbs., and read small print
- Physical ability to bend, kneel, crouch, and stretch for up to 5 minutes at a time
- Must be able to work a variety of shifts that may include evenings and weekends
- Must pass a post offer criminal background check

Hourly Salary: \$11.39 - \$15.32, commensurate with experience.

To apply:

Go to www.bcpl.jobs and follow the directions to complete an application. Email your application in PDF format to humres@bcpl.net. (Only documents sent by email in PDF format will be accepted.) Clearly indicate the title and location: **Circulation Assistant II – Owings Mills Branch** on your application **and** in the subject line of your email.

Documents must be received no later than **September 15, 2017**.

Vacancy #: **2018-029**