

**White Lake Community Library
Position Description
Circulation/Adult Programs Team Member
2020**

Summary

Participates in the operation of the community library, with particular emphasis on customer service and adult programming.

Supervision Received

Work performed is under the direction of the library director.

Supervision Exercised

Directs library aides when performing duties related to adult programming. Supervision is coordinated with the assistant director.

Responsibilities and Essential Duties

An employee in this position may be called upon to do any or all of the following duties:

Customer Service:

1. Assists patrons with circulation tasks in person and over the phone, including placing interlibrary loans, registering patrons, providing reader's advisory services and assisting with the use of the online catalog and databases.
2. Assists patrons with the use of public computers and provides troubleshooting assistance.
3. Performs general tasks associated with opening and closing the library and processing interlibrary loan materials.
4. Provides occasional assistance with book sales and with training new volunteers.
5. Performs related work as required.

Adult Programming:

1. Works with a team to develop and implement programs for adults in conjunction with the library's mission, including both in-person and virtual programs.
2. Assists with publicity for scheduled programs.
3. Evaluates programs with statistical/narrative reports.

Weekly Number of Hours for this Position

An employee in this position works 20-25 hours per week, including some evenings and Saturdays.

Benefits

An employee in this position would receive vacation and sick pay as outlined in the revised Personnel Manual, which was approved by the library board in January 2018.

Pay

\$12 per hour to start

Evaluation

Reviews are held annually by the Library Director.

Desirable Qualifications for Employment

An employee in this position should have the equivalent of the following training and experience:

- Preference will be given to candidates with some college training
- Strong customer service skills
- Excellent written and verbal communication skills
- Reasonable knowledge of library operations, practices and procedures
- Comfortable using computers and standard office equipment
- Virtual program experience a plus