Baltimore County Public Library

Circulation Assistant II – Catonsville
Multiple Positions Available
A variety of day and/or evening shifts available
Must be willing to work Saturdays
Sunday Rotation

Baltimore County Public Library is dedicated to providing innovative and quality services to our diverse communities. We do this by creating welcoming spaces, offering excellent resources, promoting early childhood literacy and encouraging a lifelong love of reading. We circulate over 11.2 million items and exceed 722,000 PC uses annually. We are seeking candidates for part-time Circulation Assistant II positions to join our talented staff.

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- Process Request Manager reports, withdrawn materials, reserves, & problem materials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

Job 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 background check


To apply:
Go to www.bcpl.jobs/#apply and follow the directions to complete an application. Email your application and resume to humres@bcpl.net. (Only documents sent by email will be accepted.) Clearly indicate the title and location: Circulation Assistant II - Catonsville on your application and in the subject line of your email.

Documents must be received no later than August 18, 2014.

Vacancy #: 2015-020
EOE