

PALATINE PUBLIC LIBRARY DISTRICT

JOB DESCRIPTION

TITLE: Shelver

DEPT.: Circulation

REPORTS TO: Assistant Circulation Manager

CLASSIFICATION: Non-Exempt

Objective:

Perform duties to shelve and maintain organization of library materials and perform additional responsibilities in accordance with the policies and procedures of the Library District.

Duties:

1. Sort materials after they are checked in, and place them in order on carts before shelving.
2. Shelve materials returned to the library, and used within the library.
3. Pull hold items from collection using appropriate reports.
4. Maintain organization of the collections through proper placement of materials.
5. Shelf read to ensure materials are in correct order.
6. Clean up and straighten materials in the department as needed.
7. Shift library materials when needed.
8. Provide directional information to patrons, and assistance at Express Checkout stations as requested.
9. Refer reference requests to appropriate staff.
10. Assists with closing tasks including picking up abandoned materials and straightening furniture in public areas.
11. Perform special projects as assigned.

Performs other miscellaneous duties as assigned.

Minimum Qualifications:

Education:

Some High school required.

Experience:

No previous experience required.

Skills:

Office & Library

- Ability to work with efficiency, skill, accuracy and appropriate speed
- Knowledge of and ability to carry out policies and procedures
- Ability to read library material labels in order to comprehend and put in correct order

- Ability to alphabetize correctly and to understand numerical arrangement utilizing the decimal point (Dewey Decimal Classification)
- Ability to accurately retrieve information and materials from shelves

Communication

- Ability to work collaboratively as a member of a team
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to read information from computer monitors
- Ability to adapt communication style
- Ability to communicate skillfully, accurately and pleasantly in person, on the telephone, via email, and online

Customer Service

- Ability to use good judgment following procedures in support of library policies
- Ability to empathize and relate to patron needs, exploring beyond the initial question to determine the actual information desired
- Ability to work effectively and courteously with the public and staff
- Ability to work efficiently and calmly during busy periods and with frequent interruptions
- Ability to handle emergency situations in a calm, capable manner
- Ability to provide excellent customer service at all times

Organizational

- Ability to handle multiple tasks and efficiently organize work
- Ability to exercise initiative and to make appropriate independent decisions
- Ability to work in a supportive manner with colleagues and managers
- Ability to consistently complete and follow-up on departmental jobs
- Knowledge of library policies and procedures
- Knowledge of materials/services available at the Library
- Knowledge of physical organization of the building and functions of the various departments within the Library

Technology

- Ability to type and enter data into computer accurately
- Proficiency in the use of personal computing technologies, including: desktops, laptops, tablets, current operating systems, and Internet applications required
- Knowledge of Windows platforms and Windows Office Suite (Word and Outlook)
- Fluency in successfully searching library catalogs and research databases
- Experience with integrated library systems (Innovative Sierra preferred)
- Demonstrates ease and comfort with emerging technologies

Supervisory Responsibility:

None

Contacts:*Internal:*

Library staff and management

External:

Patrons

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the functions of this job.

Physical requirements include walking and standing for extended periods of time. In addition to; speaking, hearing and vision ability sufficient to adequately perform the job, ability to push/pull up to 50 pounds and lift and carry up to 20 pounds occasionally. Duties will require employee to bend, stoop, kneel, squat, and reach above shoulder level.

Working Conditions:

Work is performed in a typical library environment. Full or part-time position. Will require some weekend and evening work.