



ROUND LAKE AREA PUBLIC LIBRARY
Circulation and Member Services Associate II

JOB TITLE		DEPARTMENT	SALARY
Circulation and Member Services Associate II		Circulation and Member Services	\$20.43-\$28.91 hourly, depending on qualifications
CLASSIFICATION	SCHEDULE	REPORTS TO	
Part-Time Non-Exempt	Part-time, 30 hours per week, including morning, afternoon, evening, and weekend hours.	Head of Circulation and Member Services	

POSITION SUMMARY: The qualified candidate must have a high standard of customer service, be friendly and cooperative, and strive to provide excellent customer service to patrons and staff. In addition to performing Circulation functions this position will also serve as a passport acceptance agent, notary public and voter registrar, and must be able to complete required trainings and certifications. Must be proficient in English and also Spanish if applying for a bilingual position.

QUALIFICATIONS FOR APPOINTMENT:

- A high school diploma or GED is required.
- Must be at least 18 years of age.
- Ability to communicate effectively in English both verbally and in writing, required.
- Ability to communicate in Spanish, both verbally and in writing preferred.
- Ability to be flexible, and deal patiently with change.
- Must meet Federal, State, and Local requirements to serve as a Passport Acceptance Agent, Notary and Voter Registrar.
- Proficient in Microsoft Windows, Office, Excel, Teams, and Outlook. Ability to learn and manipulate data in library databases, library calendar, and library time clock system.
- Employment is contingent on passing a background check.
- Excellent customer service with a patron centered and positive attitude.
- Available to work a flexible schedule including days, evenings, and weekends.

ESSENTIAL FUNCTIONS

- Greet patrons and provide friendly, courteous service.
- Complete Passport Acceptance Agent training within 90 days of hire. Training will be provided online during paid time. Recertification is done annually.
- Provide passport services as a Passport Acceptance Agent, which includes the following requirements:
 - Must not be under probation, parole, indictment, or convicted of any Federal, State, Local felony or misdemeanor conviction, including moral turpitude or breach of trust (embezzlement, fraud, drug offense, or dishonesty involving public trust).
 - Must be a United States citizen or U.S. National and approved by the U.S. Department of State.

- Passport Transmittal tracking and calling.
- Complete notary public training within 90 days of hire. Training will be provided online and/or in person during paid time. Recertification is done every four years.
- Provide service as a notary public and voter registrar.
- Check library materials out to patrons, issue library cards, and assist patrons with library card accounts.
- Assist patrons with using self-checkout machine as needed.
- Process online library card registrations and double-check library card applications for accuracy.
- Conduct patron record maintenance with CCS reports.
- Empty book drops, check items in and inspect incoming items for damage.
- Assist with check-in processes of library of things items including weighing board games, managing hotspot accounts, and checking roku accounts.
- Maintain Interlibrary Loan reserves at the Circulation desk.
- Pull picklist items from the library's collection.
- Process items received from Interlibrary Loan delivery service.
- Process curbside and locker pickup requests.
- Answer phones/TDD and transfer calls to appropriate staff.
- Remote phone answering during emergency closings.
- Sell snacks, stamps, and other items.
- Conduct snacks/k-cups inventory.
- Refill coffee bar supplies as needed.
- Refer library users requiring further assistance to the appropriate staff person.
- Attend staff meetings.
- Perform other related duties as assigned.
- In absence of management assume PIC responsibilities.

KNOWLEDGE, SKILLS, ABILITIES:

- Strong customer service and communication skills
- Ability to work well with the public, including handling sensitive or difficult situations.
- Flexibility to work a schedule that includes days, evenings, and weekends.
- Ability to handle money.
- Ability to work a flexible schedule, including evenings and weekends
- Ability to take direction from supervisor and work as a team.
- Ability to positively and effectively interact with diverse individuals.
- Ability to display creativity, accountability, and flexibility in implementing the library mission statement and service goals.
- Strong attention to detail and ability to keep accurate records.
- Ability to manage multiple priorities in a fast-paced environment and excel in [Our Culture](#).
- Ability to work with numbers accurately and understand verbal and written instructions.
- Ability to assist in maintaining public safety in the library and on library grounds.
- Excellent interpersonal skills using tact, patience, and courtesy.

WORKING CONDITIONS

- Work is typically performed indoors, with some tasks requiring physical activity (lifting, standing, moving carts, etc.) up to 50 pounds.
- Occasional outdoor/off-site work may be required
- Ability to work in varied weather conditions and environments.
- Constantly practices situational awareness, observing and greeting patrons.
- Work may be performed in front of a computer.
- Demonstrate good eye-hand coordination.
- Ability to move a two-sided book cart loaded with up to 75 lbs. of books and other library materials.

BENEFITS

- [See benefits sheet.](#)

The responsibilities and tasks outlined in this document must be performed with or without reasonable accommodation and may be adjusted based on the evolving needs of the Round Lake Area Public Library. Employees are expected to uphold the Library's mission, vision, and values, while adhering to all relevant policies and procedures. Reasonable accommodations will be made as necessary to enable individuals with disabilities or other needs to perform the essential functions of the position.