



**BALTIMORE COUNTY  
PUBLIC LIBRARY**

**JOB OPPORTUNITY**

**Circulation Assistant II – North Point**

**Two Positions Available**

Mon.-Wed.: 5-9 pm **or** Mon., Wed., Thurs.: 5-9 pm,  
Every Other Sat. 1:30-5:30 pm,  
One Sunday/Month: 1-5 pm

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- Process Request Manager reports, withdrawn materials, reserves, & problem materials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

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

Documents must be received no later than **July 26, 2017**

Vacancy #: 2018-004