

## **RUTH HOLLEY BRANCH ASSISTANT**

**(20 hours per week)**

**DATE POSTED:** July 29, 2009

**LOCATION:** Ruth Holley Branch, 685 N. Murray Boulevard  
Colorado Springs, CO 80915 **PHONE:** (719) 597-5377

**STARTING WAGE:** **\$12.38** per hour + partial benefits (*excludes medical & retirement plans*)

**POSITION HOURS:** 20 hours each week per this schedule (**#HOL - 12**):

<b>Wednesday</b>	<b>noon – 9 p.m.</b>
<b>Thursday</b>	<b>3 – 7 p.m.</b>
<b>Friday</b>	<b>9 a.m. – 6 p.m.</b>
<b>2<sup>nd</sup> Saturday* of each month</b>	<b>9 a.m. – 6 p.m.</b>

*(\*with preceding and following Thursdays off)*

- **Note:** Schedule may include occasional Sunday afternoon hours from 12:30 – 5 p.m.
- Schedule is subject to minor changes based upon branch needs.

### **PROCEDURE FOR APPLICATION:**

1. Complete a PPLD job application available at any of our branches or at [ppld.org](http://ppld.org)
2. Indicate the position's number (**#HOL - 12**) on your job application next to the job title.
3. **Must submit a 250 to 300-word essay as requested under MINIMUM QUALIFICATIONS, p. 3**
4. Job application must be submitted to PPLD's **Human Resources Office** located at:  
**East Library, 5550 N. Union Boulevard, Colorado Springs, CO 80918**

**CLOSING DATE:** Application materials must be submitted to the Human Resources Office by **Wednesday, August 5, 2009 at 4:30 p.m.**

### **CONDITIONS OF EMPLOYMENT:**

#### **All selected candidates...**

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986).
- are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-verify), education, former employment, and criminal history.
- may be uniformly tested for job-related skills and required physical abilities.
- may be required to undergo a physical examination *after* a job offer is extended in order to ensure that the job's physical requirements are met.
- must understand and comply with PPLD's drug-free workplace policy.
- understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice.

## **BRANCH ASSISTANT**

**BROAD SCOPE OF POSITION:** Under supervision of the branch manager, provides library services and materials to the community served by the branch, including information services, reader's advisory services, circulation, and programming. Assumes responsibility for and directs the daily operation of the branch in the absence of branch management. Creates an environment that encourages teenagers' use of the library and provides teen programming for the branch.

### **PREFERRED EXPERIENCE / KNOWLEDGE / ABILITIES:**

1. Ability to provide efficient, courteous public service to a diverse patron population, and to present a positive image of the library in attitude, appearance, and performance of duties.
2. Ability to communicate courteously and effectively with staff in a team setting. Demonstrates a willingness to contribute ideas, maintain flexibility, and support changes within the organization.
3. Ability to handle a variety of situations in a calm and professional manner.
4. Knowledge of general subject areas, authors, and reader interest levels.
5. Ability to match patrons with materials and services appropriate to their age, interests, and abilities using knowledge of library materials and services and effective reference interviewing techniques.
6. Knowledge of library services and computer programs, Microsoft Office software applications, organization of library materials, general library practices, and general office procedures and equipment.
7. Demonstrates skills necessary to communicate effectively with staff, patrons, and groups both verbally and in written form. Establishes and maintains good working relationships with library staff and patrons.
8. Ability to plan and organize individual and branch projects.

### **ESSENTIAL FUNCTIONS:**

1. Provides excellent customer service, employing communication skills necessary to effectively determine patrons' needs, and providing significant information and reader's advisory services.
2. In the absence of branch management, directs the daily operation of the branch, and initiates appropriate procedures in the event of an emergency.
3. Understands and applies library policies, procedures, and services.
4. At the information desk, assists patrons in use of the library and oversees circulation functions.
5. Trains patrons in use of the online library catalog, databases, and Microsoft Office applications. Organizes and schedules branch's computer classes. Troubleshoots basic computer and office equipment problems.
6. Continues the successful development, promotion, and growth of teen programming at the Ruth Holley Branch. Provides teen reader's advisory services, and performs community outreach to teens including making presentations to community partners.
7. Acts as the Teen Liaison between the Ruth Holley Branch and the PPLD Teen Services staff by attending monthly Teen Services meetings and assisting with the planning and implementation of the Teen summer reading program.
8. Responsible for other branch programs as assigned.
9. Actively promotes library services and materials through publicity, merchandising, programs, tours, and community outreach.
10. Keeps current with new, popular materials of interest to branch patrons. Maintains knowledge of print and electronic reference resources.

## **BRANCH ASSISTANT (continued)**

11. Serves on library teams or participates in programs as assigned.
12. Keeps informed of library and departmental information and charges via electronic and written mail and attendance at staff meetings.
13. Performs other job-related duties and assumes other responsibilities as assigned.

### **MINIMUM QUALIFICATIONS:**

1. **Requires** a high school diploma or GED. Strongly prefer a bachelor's degree or any equivalent combination of education and experience that provides the required knowledge, skills, and experience to perform successfully in this position. **Requires** solid computer skills and the ability to teach computer classes to patrons.
2. **Requires** 2+ years of library or other public service work experience. Prefer experience teaching or working with teenagers.
3. **Requires** excellent communication skills, ability to work in a team environment, a "whatever it takes" work ethic, and an excellent customer service attitude. Bilingual ability is a plus, with Spanish communication skills preferred.
4. **Requires an essay. In order to be considered as an applicant for this position, you must compose and submit a typed, double-spaced, 250 to 300-word essay in response to the following: "Why is it so important to have teen programming in public libraries?" Applications submitted without this requested essay will not be considered. Attach your essay to your PPLD application form. A resume and/or cover letter are optional.**
5. **Requires** the ability to work the schedule listed on page one of this vacancy announcement.