



ROCKFORD PUBLIC LIBRARY

Job Opening

Rockford Public Library is a customer-driven organization whose employees are committed to providing superior customer service to all library users.

JOB TITLE: Librarian Assistant

Employment application/resume must be submitted via email: personnel@rockfordpubliclibrary.org

Download/print employment application: <https://www.rockfordpubliclibrary.org/about-rpl/careers/>

Part-Time (20 hours/week)

Day Shift

Weekends (rotating)

Evening Shift

HOURLY SALARY RANGE: \$19.09 - \$21.09

(Benefits Summary: <https://www.rockfordpubliclibrary.org/about-rpl/careers/>)

GENERAL STATEMENT OF DUTIES: The Librarian Assistant plays a crucial role in delivering excellent customer service and supports the library by charging and discharging library materials to customers and directing and handling customers' questions and concerns; provides back-up to the day-to-day operations; performs opening/closing duties, including cash handling; compiles departmental statistics and other reports; and performs technical and clerical tasks as needed. Librarian Assistants work under the general supervision of department and/or branch managers to perform customer service operations of the Library. We seek individuals dedicated to providing exceptional service and fostering a welcoming environment for all library users.

QUALIFICATIONS: Bachelor's degree from four-year college or university; one to two years related experience and/or training; or equivalent combination of education and experience is preferred. The successful candidate must have the ability to assess users' needs and provide consistently exceptional customer service; basic to intermediate technological literacy, including working knowledge of databases available at the library and the ability to assist customers with personal digital devices; and ability to clearly communicate in English, both verbally and in writing are required. Bilingual skills, especially Spanish, are highly desirable.

ROCKFORD PUBLIC LIBRARY HIRING PROCEDURES: Each opening within the Rockford Public Library is posted for a specified period of days. Anyone may apply for the position during that posting period unless designated "Internal Posting Only." At the end of that time, all applications will be reviewed and qualified candidates will be identified. When there are applications from a department of the Rockford Public Library, these applications will be considered first. **All applicants must complete an employment application to be considered for employment.** Employment application, resume, and cover letter must be sent via email to personnel@rockfordpubliclibrary.org by the expiration date. All employees hired after November 6, 1986, are subject to employment verification using the U.S. Immigration and Naturalization Service I-9 Form. Statement of Policy on Equal Opportunity: Rockford Public Library is committed to hiring and employing without regard to race, color, religion, natural origin, sex, ancestry, age or non-job-related disability. Individuals needing disability-related accommodation for interviews should request them in advance.

Requesting Department: Montague Branch

Classification: Bargaining Unit

Budgeted Replacement

Budgeted Addition

Unbudgeted Addition

Approved by:

Human Resources Director