

**St. Joseph County Public Library  
Job Description**

**Position Title:** Substitute Library Assistant  
**Level/Status:** 7/Non Exempt  
**Beginning Range:** \$14.28- \$16.79, hourly  
**Pay Range:** \$14.28- \$19.29, hourly  
**Agency:** Human Resources, Main Library  
**Location:** 304 S. Main, South Bend, IN 46601

**Education and Experience:**

- Bachelor's degree from an accredited 4-year college or university.
- Previous experience in public library work desirable.

**Hours:**

- This is an "On Call" position, with no regularly scheduled hours. The person will be asked to work four or eight hour shifts: mornings, afternoons or evenings, on weekdays, Saturdays, or Sunday afternoons.

**Requirements:**

- Willingness to adapt to changes in the work environment.
- A strong commitment to excellent and genuine customer service.
- Excellent oral and interpersonal communication skills.
- Skill and confidence in the operation of computers.
- Physical agility and strength to bend, reach, and carry library materials (20-25 lbs.)
- Maintain patron and staff confidentiality.
- Dependability, punctuality, and good work habits.

**Ability to:**

- Work harmoniously and cooperatively with co-workers and patrons.
- Problem solve in a professional manner with Library patrons and co-workers.
- Work independently and as a team player.
- Work patiently and creatively with all ages.
- Communicate and interpret the Library's services, philosophy, and policies to customers in a courteous, friendly, and positive manner.
- Learn the Library's automated system, the Internet, on-line databases, as well as self-service technology.
- Personal transportation and telephone.

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**Essential Job Duties**

Performs a variety of customer service duties including assisting patrons with checkouts and account questions, patron accounts, providing directional and reference help at various public service desks.

Working under the supervision of the Human Resources Department, the person in this position will assist patrons at any of the public service departments at the Main Library or any of the Branch Libraries of the St. Joseph County Public Library:

1. Assists patrons of all ages with circulation functions, reference, information, and readers' services questions.
2. Provide instruction in the use of print and electronic materials to patrons and co-workers.
3. Actively participate in training.
4. Assist with various projects under the guidance of the Agency/Department Manager.
5. Perform other similar duties as assigned.