

The Branch District Library (BDL) seeks a qualified candidate for a part-time (20 hours/week) opening in the public services department at the Coldwater Branch Library. The successful candidate for this position will be committed to providing excellent customer service and will be excited to learn and share knowledge with both peers and patrons. The successful candidate will possess appropriate technology skills.

BDL is a district library serving Branch County and some surrounding areas, with a dedicated staff providing library service in six locations. Each branch has a unique personality and an expectation to offer excellent service. Our mission is to provide the people of our communities with library collections and services to meet their educational, informational, and recreational needs, and to do so in vibrant and inclusive spaces whether virtually or in-person.

## **Job Summary**

Public Services Clerks have a broad range of duties and responsibilities. This position provides exceptional customer service to library users visiting the Coldwater Branch. The position includes helping patrons with informational or technology questions, participating in programming events, as well as circulating and shelving library materials. The clerk will work under the supervision of the Branch Manager.

## **Required Knowledge, Skills, and Abilities**

- Commitment to customer service excellence.
- Familiarity with current technology, i.e., general computer literacy, knowledge of the Internet and other electronic sources of information.
- The ability to foster an inclusive and welcoming environment for our patrons.
- Critical thinking skills, which can be applied to successfully answering reference inquiries.
- Effective oral and written communication skills.

## **Education, Experience, and Training**

- A high school diploma, or equivalent, is required. Some college or higher is preferred.
- Experience working with children, teens is preferred.

- Previous relevant experience in a public library is preferred.

## **Pay Rate**

\$15.00 to \$18.98 per hour, depending on experience.

## **Benefits**

- 10 paid holidays each year.
- 80 hours of paid time off (PTO), off after successful completion of introductory period.
- For further details on benefits, see the [BDL Employment Handbook](#).

## **Hours**

Part-time, 20 hours per week. The branch closes weekdays 7pm, 4pm on Saturdays. At least one closing shift per week is required, as is being on the Saturday rotation (typically every 3<sup>rd</sup> week).

## **How to Apply**

Submit application, resume, and cover letter at [www.BranchDistrictLibrary.org/employment](http://www.BranchDistrictLibrary.org/employment).

## **Deadline**

Applications will be accepted until a qualified candidate is found.

Branch District Library is an Equal Opportunity Employer.