

Helen Plum Library

## **2026 Seasonal High School Shelving Assistant**

**Department:** Patron Services

**Reports to:** Patron Services Manager

**FLSA Status:** Non-exempt

**Employment Type:** Seasonal, 16 hours/week, 12 weeks

**Schedule:** Varies; may include day, evening, and weekend hours

### **Position Description**

Performs all duties necessary to provide effective patron access to materials, with concentration on material returns, sorting, shelving, and shifting. May be asked to provide customer service at the drive up window or front desk as needed, with training. Other duties as assigned.

### **Essential Duties and Responsibilities**

#### **Circulation and Shelving**

- Checks library materials in
- Empties Main Street and Drive Up book drops
- Sorts, shelves, and maintains all book & non-book materials
- Processes holds on materials, generates paging lists, pulls interlibrary loan requests
- Shelf reads collections as instructed
- Pulls monthly New Book list
- Directs patrons to appropriate departments
- Refers unresolved account issues to supervisor or person in charge

#### **Professional Responsibilities**

- Provides consistently professional, gracious, and friendly service to patrons and colleagues
- Communicates and works effectively (both individually and as a team member) with the public and all levels of Library staff
- Understands Library policies and procedures and demonstrates a commitment to supporting their successful implementation
- Embodies the Library's Culture Code and supports the Library's Vision and Mission
- Participates in professional development, meetings, and assigned training

## **Minimum Qualifications**

### **Education and Experience**

- This position is open to high school students ages 14-18, including recent 2026 graduates. Candidates under age 16 must obtain and provide a valid Illinois employment certificate (work permit) prior to hire.
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### **Knowledge, Skills, and Abilities**

- Understands that customer service is at the forefront of all work activities
- Strong written and verbal communication skills
- Must be able to comprehend and respond to coworkers and patrons in person, email, chat, and telephone conversations
- Well-organized, attentive to detail, and able to prioritize tasks
- Exercises appropriate judgement and discretion
- Professional in appearance and demeanor
- Flexible and adaptable to new situations
- Basic computer competencies, including internet use, email, Microsoft Office, and printing
- Must be able to work scheduled hours and meet general attendance requirements which include evenings and weekends

### **Preferred Qualifications**

- Previous customer service experience a plus, but not required

### **Working Conditions and Physical Requirements**

- Work is performed in a typical office or library environment.
- Requires regular use of computers and standard office equipment.
- Ability to communicate effectively in person, by phone, and electronically.
- Occasional lifting office materials up to 25–35 pounds.
- May require occasional evening or weekend work and limited travel.

### **Disclaimer**

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. The Library reserves the right to modify duties or requirements as needed to meet organizational needs. Reasonable accommodations may be provided to enable qualified individuals to perform the essential functions of the position