St. Charles City-County
Library

Employment Opportunity

Library Associate I
Part-Time 20 Hours per Week
Kathryn Linnemann Branch, Saint Charles, MO

The Kathryn Linnemann Branch of the St. Charles City-County Library is seeking a Library Associate I. If you enjoy working with diverse customers and providing an amazing customer experience is your passion, this is an opportunity for you.

You will help customers locate materials, address issues with their accounts, register for classes and events, and answer simple information requests. You will also check materials in and out, and help customers with library equipment, such as copiers and fax machines/scanners. As a team, we all pitch in wherever needed to create a welcoming environment that best supports the needs of our customers.

Skills needed for this job:
● Knowledge of general library operations
● Excellent communication skills
● Ability to multitask and stay organized
● Friendly, patient, and positive attitude
● Flexibility and willingness to work collaboratively to overcome challenges
● Computer skills & knowledge of Microsoft Windows & Google Workspace (Docs, Sheets, Gmail)

Schedule:
Monday 9:00 am - 1:00 pm, Thursday 1:00 pm - 9:00 pm, Friday 8:30am – 5:00 pm

Applicants should have flexibility to accommodate schedule or branch assignment changes based on the needs of the Library.

Part-time employees enjoy a partial benefit package that includes paid time off and a deferred compensation plan with employer match. Starting rate is $13.20 per hour

The St. Charles City-County Library is a Kaleidoscope of Discovery! Our branches are located in some of the fastest growing communities in Missouri, and are poised to grow right along with them. The future looks bright. Join us!

For priority consideration submit a SCCCL Application, cover letter and resume to any branch, email application materials to jobs@stchlibrary.org, or send to SCCCL, Human Resources Department, P.O. Box 529, St. Peters, MO 63376 by the priority deadline of **Monday August 5, 2024.** Application materials will be accepted until the position is filled or an acceptable number of qualified candidates have been received.

We appreciate your interest in the Library, but due to the high volume of responses, we are only able to contact those applicants that we wish to interview.

The St. Charles City-County Library is committed to diversity and inclusion. The Library provides equal employment opportunities to all applicants without regard to race, color, religion, sex, gender identity, national origin, sexual orientation, age, disability, or military status.

07/26/24-08/05/24

Please see the following job description for more information.

Description Number: 32.073

Position Title: Library Associate I

Salary Grade: 7

FLSA Classification: Nonexempt

Reports To: Circulation Supervisor

Revision Date: 04.10.2022

Position Summary

The Library Associate I position works directly with customers in person, by phone and electronically to assist them with their library needs. It could be checking items out, putting items on hold, answering their questions, or any number of other activities. Additionally, the Library Associate I shelves materials and does light housekeeping as well as opening and/or closing the branch. The Library Associate I, will understand they will work within a team environment with colleagues and other branches within the Library. They will understand that to a library user, they are the Library and will maintain enthusiasm, respect, and foster positive interactions. The Library Associate I will demonstrate a desire to learn and a willingness to develop new skills. This person will communicate clearly and effectively and display initiative to create an excellent customer experience.

Essential Expectations

1. Perform processes and duties to maximize library usage

2. Create a welcoming environment that ensures a pleasant customer experience

3. Assist customers in person, by phone, or electronically

4. Illustrate flexibility and adaptability

5. Display exceptional organizational skills

6. Ability to work in a fast-paced environment

7. Exhibits high expectations of self and others

8. Demonstrate clear communication and active listening

9. Interest in learning new skills and expanding the library community

10. Promotion of the library and all of its events and programs

11. Skilled in technology including but not limited to Library Software, Google Workspace, Microsoft Office, iOS, Android and other devices

12. High level interest in working as a team

13. Assist with opening/or closing branch

14. Provide prompt and friendly service to all customers

15. Assist with all branch needs as assigned

Skills

1. Excellent verbal and written communication skills as well as strong reading skills.

2. Ability to file alphabetically and numerically using the Dewey Decimal System

3. Office skills including computer usage, fax, scan, copiers, phones, etc.

4. Flexibility to adapt to changing situations

5. Attention to detail and ability to perform duties with a high level of accuracy

6. Ability to exercise initiative to achieve established goals and directives

7. Tactfully handle concerns and disruptive behavior

8. Ability to effectively multi-task and work well under pressure

Physical Abilities

1. Ability to stand for up to 8 hours a shift

2. Ability to lift materials or push carts weighing up to 30 lbs.

3. Ability to reach high or low to access or return materials to shelves and move through aisles

4. Sufficient clarity of speech and hearing to communicate well with staff and customers

5. Sufficient vision to produce and review a wide variety of library materials, reports and other materials both electronic and hard copy

Education and Experience

1. Must be 16 years or older

2. High school diploma or GED preferred

3. Knowledge of a public library's function and purpose required

4. Public service experience preferred

The job description is not intended to be all-inclusive. Employees may perform other related duties as required to meet the ongoing needs of the Library.