The St. Charles City-County Library District

Job Description

Description Number 032.135
Position Title Paraprofessional
Salary Grade 13
FLSA Classification Nonexempt
Reports to Branch Manager
Revision Date 03/07/2019

Position Summary
Performs public service duties under limited supervision of a Librarian. Responsibilities may include assisting customers in locating library materials and basic information; providing customers with assistance using library technology and mobile devices; developing and presenting classes and events in the library or at outreach locations.

Essential Functions

- Provide basic reference and reader advisory assistance to customers.
- Respond to customer inquiries in-person, by phone, or online.
- Plan and present a variety of classes or events for all ages.
- Assist customers in using library materials and equipment.
- Make presentations at community events and represent the library at outreach activities.

Duties

- Greet and welcome customers.
- Assist customers with library card accounts and circulation transactions.
- Respond to customer inquiries and requests for information in-person, by phone, or online; may refer complex inquiries to a librarian.
- Assist customers with room or event registration.
- Assist customers with accessing digital library resources.
- Assist customers with finding and reserving materials, including interlibrary loan.
- Prepare and present engaging classes for adults, teens, or children at the library or at community outreach locations.
- Merchandise and promote the collection at the library or at outreach locations.
- Weed the collection as directed by a librarian.
- Provide specialized services such as passport application acceptance.
- Serve on District committees and complete special projects as assigned.

Skills

- Knowledge of general library operations and principles.
- Knowledge of reference interview and research techniques.
- Strong verbal and written communication skills.
- Ability to plan and host interesting and engaging classes and events.
- Ability to work with people of diverse backgrounds.
- Skill using technology such as an automated catalog, computers, and mobile devices.
- Skills using Microsoft Office and Google products.
- Attention to detail and ability to perform duties with high level of accuracy.
- Ability to work with frequent interruptions and changes in priorities.
- Ability to interact pleasantly and positively with customers and staff, and work effectively as part of a team.
- Ability to exercise initiative to achieve established goals and directives.
Essential Physical Abilities
Accomplished with or without reasonable accommodation

- Ability to lift materials and move book carts weighing up to 30 pounds.
- Ability to stand for long periods.
- Ability to reach high or low to retrieve and return materials to shelves and move through aisles.
- Sufficient vision to produce and review a wide variety of library materials, written correspondence, reports and related materials in both electronic and hard copy form.
- Sufficient mobility to load and drive library vehicle to outreach locations for classes and events.

Education and experience
- Bachelor’s degree or related experience.

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