



# Employment Opportunity

## Library Assistant – 20 hours per week

Kathryn Linnemann Branch, Saint Charles, MO

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

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

### Skills needed for this job are:

- 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 and knowledge of Microsoft Windows & Google Workspace (Docs, Sheets, Gmail)

Part time employees enjoy a partial benefit package that includes paid time off and a Deferred Compensation Plan with employer match. Starting rate is \$11.99 per hour

**Schedule:** Tues 4:30pm-9:00pm, Wed 8:30am-1:00pm, Thurs 8:30am-5:00pm. Sat 9:00am-5:00pm (1 shift per month) and Sun 1:00pm-5:00pm (1 shift per month)

Advertised schedules may change based upon the operational needs of the branch. Applicants should have some flexibility in their schedules to accommodate schedule changes, as needed.

For priority consideration, submit a cover letter and resume with completed [SCCCL Application](#) to [HR@stchlibrary.org](mailto:HR@stchlibrary.org) by September 13, 2021. Applications will be accepted until the position is filled.

We appreciate your interest in the Library District, but due to the high volume of responses, we may only be 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.

9/3/21-9/13/21

**Please see the following job description for more information.**

**Description Number:** 073  
**Position Title:** Library Assistant  
**Salary Grade:** 7  
**FLSA Classification:** Nonexempt  
**Reports To:** Circulation Supervisor  
**Revision Date:** 08.10.2015

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### **Position Summary**

Under the immediate supervision of the Circulation Supervisor and direction of the Branch Manager, the Library Assistant works directly with library customers in person, by phone, or electronically concerning circulation of materials, reserves, for library accounts, and other concerns related to circulation. The Library Assistant also helps the customer with program or event registration and meeting room reservations. Performs light housekeeping within the branch and may assist with opening or closing procedures.

### **Essential Functions**

1. Create a welcoming environment that ensures a pleasant customer experience.
2. Assist customers with locating materials and circulation in person, by phone or electronically.
3. Place and process reserved materials.
4. Assist customers with library cards and account information.
5. Assist customers with meeting room and program reservations.
6. Assist customers at self- checkout stations or with library technology.
7. Collect fines or fees from customers. In certain circumstances, fines of \$10 or less may be reduced or canceled.
8. Operate drive up window or perform curbside delivery of materials.
9. Empty and process materials in book drop and delivery bins.
10. Process magazines.
11. Promote library programs and events and manage book displays.
12. Assist with basic information inquiries and reader advisory questions as needed.
13. Repair and shelve materials as needed.
14. Help maintain a safe environment for staff and customers and assist with maintenance of safety equipment in the branch.
15. Light cleaning duties in the branch and outdoors.

### **Duties**

1. Provide prompt and friendly service to all customers and tactfully handle complaints or disruptive customer behaviors.
2. Open and close the branch as needed.
3. Count, balance, and record receipt of fines.
4. Sort mail and general deliveries.
5. Verify and route branch reserves.

### **Duties (continued)**

6. Periodical subscription maintenance; check in, withdrawals, and claim missing issues.

7. Sort book donations and in-branch book sale materials.
8. Prepare carts for re-shelving.
9. Withdraw weeded items from the collection.
10. Assist with library programs as needed.

### **Skills**

1. Knowledge of general library operations and strong commitment to public service.
2. Excellent verbal and written communication skills. Strong reading skills.
3. Intermediate level of office skills and computer skills.
4. Ability to operate library equipment: copier, phone, fax, computer, DVD cleaner.
5. Ability to file alphabetically and numerically using the Dewey Decimal System.
6. Attention to detail and ability to perform duties with a high level of accuracy.
7. Ability to effectively multi-task and work well under pressure.
8. Ability to exercise initiative to achieve established goals and directives.
9. Flexibility to adapt to changing situations and to variances in work schedules.

### **Essential Physical Abilities** - Accomplished with or without reasonable accommodation.

1. Ability to lift materials or push or pull carts weighing up to 30 pounds.
2. Ability to stand for long periods of time at the circulation desk.
3. Ability to reach high or low to 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, written correspondence, reports and related materials in both electronic and hard copy form.

### **Education and Experience**

1. One year customer service or public service experience required.
2. High school diploma or GED required; some college preferred.
3. Knowledge of a public library's function and purpose required.
4. Directly related public library 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.