



# Employment Opportunity

## Library Assistant – 24 hours per week

Kisker Road Branch, St. Charles, MO

We are seeking a part time Library Assistant to work at our Kisker Road Branch. If amazing customer service is your passion, this is an opportunity for you. The Library Assistant works directly with library customers in person, by phone, or electronically regarding the circulation of materials, reserves, library accounts and with other tasks related to circulation. You will help the customer with class or event registration and/or meeting room reservations. Behind the scenes, you will organize and prepare library materials for re-entry into circulation and perform some light housekeeping within the branch. You may assist with opening and/or closing procedures.

### Skills needed for this job are:

- Knowledge of general library operations
- Excellent written and verbal communication skills and thrives in a team environment.
- Strong customer service attitude with ability to positively interact with customers
- Ability to file alphabetically and numerically using the Dewey Decimal System
- Attention to detail, strong organizational skills and ability to perform duties quickly and accurately
- Flexibility and ability to adapt to change and willingness to learn new things
- Intermediate level of office and computer skills, to include Google Workspace, Microsoft Office, electronic devices and cell phones.

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.

**Schedule:** Monday through Thursday 1:00pm-7:00pm  
Every 6<sup>th</sup> week off on Monday and work Saturday 11:00am-5:00pm  
Sunday availability is required

Advertised schedule may change based on the operational needs of the Branch. Applicants should have some flexibility in their schedules to accommodate schedule changes as needed. Some Sunday shifts will be required on all schedules.

Our library branches serve all residents of St. Charles County by providing a robust collection of materials, many classes and events, and superior customer experiences! Every day we get to live our mission: to inspire, to inform, and to enhance connections across St. Charles County. The future looks bright - join us!

For immediate consideration, submit a cover letter and resume along with completed [SCCCL Application](#) by **November 22, 2021**. Application materials can be emailed to [HR@stchlibrary.org](mailto:HR@stchlibrary.org), or mailed to SCCCL, Human Resources Department., P.O. Box 529, St. Peters, MO 63376. Applications will be accepted until 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.

11/12/21-11/22/21

**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.