



Job Description

Job Title: Library Associate

Department: Circulation

Reports To: Circulation Supervisor

Salary Grade: C

FLSA: Non-Exempt

Position Overview: Assist patrons and visitors with locating items, check-out and return of library materials and other customer services.

Essential Functions:

- Use the library automated system to check materials in/out, process holds, register new borrowers and collect fines/fees.
- Assist patrons with the use of library equipment, including the copier, fax, online catalog and public computers.
- Assist patrons with reference and readers' advisory questions.
- Shelf library materials.
- Assist patrons with locating material.
- Assists Librarians in the preparations and presentation of programs.
- Assists in keeping the library neat and orderly.
- Assist with opening and closing procedures of the library.
- Must follow library principles and guidelines as they pertain to censorship and confidentiality.
- Responsible for end-of-the-day cash deposits.
- Assist Circulation Supervisor with gathering data and statistics.
- May take the lead role as the PIC (Person in Charge) in supervisor's absence.
- Plan and execute special programs and events.
- Coordinate, monitor, and supervise the work of the circulation staff in supervisor's absence, such as assigning job tasks, breaks, training, etc.
- All employees may have to take on tasks outside the normal scope of their job in the event of an emergency or staff shortage, e.g., work in the children's department or perform other duties as assigned.

Specific Knowledge, Skills and Abilities Required:

- Knowledge of and commitment to excellent customer service principles and practices.
- General knowledge of the library's services and collections.
- Knowledge of cash handling procedures
- Working knowledge of computers

- Ability to quickly and accurately sort by alphabetical, numerical, chronological, or Dewey Decimal order
- Ability to learn automated circulation systems, library policies and procedures.
- Ability to work with multiple unexpected tasks and patrons simultaneously.
- Practice punctuality and consistency when scheduled for a shift
- Ability to perform basic clerical, reference, and general library work
- Ability to follow written and oral instruction
- Ability to work cooperatively and interact with people of various personalities and ages in a variety of situations.

Education/Experience:

- High school diploma or GED is required.
- Some college experience is preferred.
- Customer service experience is required.
- Experience in handling money preferred.
- Public library experience is strongly preferred.

Physical and Working Conditions:

- Position requires bending, squatting, kneeling, and reaching from floor level to a height of six feet.
- Routine lifting and handling of library materials weighing up to 30 pounds and moving book carts up to 200 pounds.
- Ability to stand for extended periods of time
- Ability to perform work at a computer terminal for extended periods

Schedule: Must have a flexible schedule and be available to work days, evening, weekend or beyond the regularly scheduled workday when necessary. Schedules may vary from week to week.

Salary Range: \$16.00 – 17.00 with excellent benefit package including health, dental, vision, and life insurance, paid leave (including holidays), and enrollment in Missouri LAGERS public pension.