



# Galesburg Charleston

MEMORIAL DISTRICT LIBRARY

## **JOB DESCRIPTION**

Job Title: Library Associate – Outreach & Programming  
Supervisor: Library Director  
Starting wage: \$13.00 per hour \*  
Scheduled hours: Part-time up to 30 hours per week  
Schedule: Day, evening, and weekend hours

### Description

- ◆ Under the supervision of the Library Director, responsible for developing and promoting library programs.
- ◆ Responsible for providing prompt and friendly customer service to all patrons.
- ◆ Maintains the physical space of the Library in a neat and pleasant manner.

### Duties

- ◆ Research, develop and promote a variety of programs, including those designed to link the library to community groups (outreach)
- ◆ Serve as a liaison between the library and community
- ◆ Increase community awareness of programs and services through regular use of the Library's social media accounts
- ◆ Create brochures, fliers, posters, or other promotional items and distribute as appropriate
- ◆ Accurately and efficiently assist library patrons in using the library
- ◆ Provide Readers' Advisory service to patrons of all ages
- ◆ Assist patrons in using computers; troubleshoot minor computer issues
- ◆ Open and close the Library following appropriate procedures
- ◆ Answer the telephone promptly and professionally, routing as appropriate
- ◆ Maintain statistics and compile for Director as required
- ◆ Provide purchase recommendations for materials and supplies
- ◆ Other duties as assigned

## Knowledge, Skills and Abilities

- ◆ Dynamic, positive, and friendly team-oriented personality
- ◆ Passionate about customer service to public
- ◆ Ability to work with patrons of all ages in a friendly and efficient manner
- ◆ Excellent problem-solving skills and initiative
- ◆ Ability to maintain confidentiality of Library records
- ◆ Knowledge of, or ability to learn, library principles and practices
- ◆ Ability to multi-task and work with interruptions
- ◆ Excellent oral and written communication skills
- ◆ Ability to work independently and in a team
- ◆ Attention to detail and commitment to accuracy
- ◆ Ability to use computers, including Microsoft Office and library-specific software
- ◆ Ability to use a telephone and other forms of communication, including email
- ◆ Ability to use a copy machine and other office equipment
- ◆ Ability to adapt to changing situations
- ◆ Ability to read and understand written English
- ◆ Ability to add, subtract, multiply and divide all units of measure
- ◆ Ability to sit, stand, bend, reach, stoop or crouch and to walk for extended periods of time
- ◆ Ability to lift and carry boxes weighing up to 25 lbs. and push carts up to 200 lbs.
- ◆ Neat personal appearance

\* Commensurate with experience and education.

## Experience and Training

- ◆ Demonstrated programming and customer service experience.
- ◆ Library experience preferred.
- ◆ Bachelor's degree or equivalent post-secondary education preferred.

## Benefits - TBD

Paid Holidays, PTO (Sick/Vacation), Health Insurance

*This job description is not, nor is it intended to be, a complete statement of all duties, functions and responsibilities which comprise this position.*