



Galesburg Charleston

MEMORIAL DISTRICT LIBRARY

JOB DESCRIPTION

Job Title: Library Associate – Circulation
Supervisor: Library Director
Starting wage: \$15.00 per hour
Scheduled hours: Part-time up to 20 hours per week
Schedule: Day, evening and weekend hours

Description

Under the supervision of Library Director, responsible for providing prompt and friendly customer service to patrons of all ages

Responsible for prompt and accurate processing of Inter-Library Loan (MeL) items

Responsible for maintaining the physical space of the library, in a neat and pleasant manner

Duties

Open and close the library, following appropriate procedures

Greet patrons as they enter Library

Answer the telephone promptly and professionally, routing as appropriate

Accurately and efficiently assist library patrons in using the library, including but not limited to:

- Open new library accounts, after verifying identity and residency
- Answer questions about library accounts and resolve issues
- Check materials out to patrons and back into the library using proper procedures
- Collect fines and fees using appropriate procedures and equipment (cash register)
- Locate items in collection or using inter-library loan (MeL)

Process incoming and outgoing Inter-Library Loan (MeL) requests, including but not limited to:

- Check items in and out using appropriate procedures
- Pack, unpack, and label items
- Contact patrons promptly and professionally via phone or email

Sort and shelve materials; shelf read as necessary

Inspect incoming materials for damage and repair or route as appropriate

Retrieve mail and process or route as appropriate

Troubleshoot minor computer issues

Assist with library programs as required

Maintain statistics and compile for Director as required

Provide purchase recommendations for books, audiobooks, and other materials

Other duties as assigned

Knowledge, Skills and Abilities

Strong commitment to public service
Ability to work with patrons of all ages in a friendly and efficient manner
Attention to detail and commitment to accuracy
Ability to maintain confidentiality of patron records
Ability to read and understand written English
Ability to add, subtract, multiply and divide all units of measure
Knowledge of, or ability to learn, library principles and practices
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
Excellent problem-solving skills and initiative
Excellent oral and written communication skills
Neat personal appearance
Ability to sit, stand, bend, reach, stoop or crouch and to walk for extended periods of time
Ability to lift and carry boxes up to 25 lbs. and push carts weighing up to 200 lbs.

Experience and Training

Demonstrated customer service experience
Associate degree or equivalent post-secondary education preferred
Library experience preferred

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