

Kirkwood Public Library
August 2019
FLSA Classification: Part-time, Non-Exempt

Position: Library Associate III – Reference & Adult Services

Reports to: Director of Adult & Community Services

Job Purpose: Dedicated to a high-level of customer service through reference interactions and library programs.

Position 1 Hours: Monday 12:45-9:15, Tuesday 5:15-9:15, Thursday 8:45-5:15, every other Saturday 8:45-5:15, one Sunday per month.

Position 2 Hours: Every other Sunday 12:45-5:15, Tuesday 8:45-5:15, Wednesday 8:45-12:45, Thursday 5:15-9:15, Friday 8:45-5:15.

Responsibilities:
Regular attendance as scheduled and performing tasks as assigned are essential job functions.
Handle Reference Desk duties (i.e. opening, closing) and notify supervisor of items in poor condition.
Assist patrons of all ages and backgrounds with information needs.
Act as a passport agent through training from the Department of State.
Assist patrons with the Library catalog, public computers and software, Internet, databases.
Contribute to Collection Development efforts. Read reviews in library journals and outside sources select materials for areas assigned by director. Create lists on a monthly basis that represent a variety of viewpoints and members of the community. Weed assigned areas following guidelines.
Develop, organize, and present programs in the Library and community that represent people of all backgrounds.
Build knowledge on Library-wide services and programs to aid in patron support, displays, and maintaining a neat space for patrons.
Perform ILL duties as assigned.
Help patrons of all ages find their next read through databases, suggested reading lists, and discussion. Learn popular titles, authors, and award winners.
Provide assistance to patrons in locating materials in the Library and online.
Provide quick and in-depth research help at the Reference Desk.
Serves as the designated person in charge when needed.
Collect daily transaction statistics and record program statistics. Collect monthly reference statistics and submit them to the Director of Adult & Community Services.
Help with the Homebound Delivery program by attending monthly visits and filling in for the Homebound and Outreach coordinator as needed.
Create marketing for adult programs including flyers and digital content.

Contribute to the Library's social media pages including Facebook, Twitter, Instagram, and Pinterest.
Act as a proctor for student exams by scheduling and monitoring the exam as directed by testing institution.
Write articles of interest for the KPL blog.
Perform other related duties as assigned.

Responsibilities in support of the Circulation Desk when necessary:
Collect fines and manage cash register; count money, gather gate count statistics.
Pack, unpack and check in delivery materials; send email notices, and shelve items.
Perform circulation functions; check materials in and out, issue library cards, answer questions, assist with self-checkout.

Qualifications:

1. College degree, library or customer service experience preferred
2. Knowledge of Windows based computer & Internet searching applications
3. Strong customer service skills; must be able to communicate with the public in gracious and professional manner in person and over the phone
4. Knowledge of social media platforms and online library services including downloadable eBooks and audiobooks.
5. Must be willing and able to work in a public service area that is busy, sometimes noisy, and with frequent interruptions with patrons of all ages and backgrounds.
6. Must be able to walk, sit, stoop, reach, stand, talk, listen, and use equipment such as a computer, telephone, fax machine, and photocopiers. Must be able to retrieve library materials from stacks for patrons quickly and easily
7. Willingness and ability to acquire knowledge of new technology available in the library and the ability to translate that knowledge to patrons and other staff members
8. Ability to establish and maintain effective working relationships with other employees and patrons
9. Must be willing to speak in front of small and large crowds in a variety of settings in the Library and community.
10. Self-directed, independent worker with the ability to manage projects and programs (includes creating, promoting, facilitating, evaluating)
11. Work agreed schedule determined by your supervisor