St.Charles City-County Library

Employment Opportunity

Library Associate II (Temporary)

The St. Charles City-County Library is seeking to fill multiple temporary Library Associate II positions. If you are a team player that enjoys working with a diverse customer base and providing amazing customer experiences is your passion, this is an opportunity for you! In this position, you will assist customers throughout the library with general inquiries, information requests, account issues, technology help, and deliver engaging programs and events for all ages.

As a Temporary Library Associate II, you'll provide essential coverage during budgeted staff absences. This position is strictly temporary and does not include a regular schedule, fixed shifts, or guaranteed weekly hours. Instead, shifts are offered strictly on an as-needed basis to cover employee leave and compensation is provided only for actual hours worked in the library. This highly flexible role is the perfect opportunity for an adaptable library professional who wants to maintain skills and support community services.

Requirements:

- General computer and technology skills with the ability to navigate mobile devices and learn new technologies
- Knowledge of library resources and services
- Ability to demonstrate excellent customer service skills, including challenging and difficult situations
- Ability to multi-task and stay organized in a rapidly changing environment
- Ability to plan and present programs and events for all ages
- Exceptional written and verbal communication skills
- Flexible, creative, energetic and forward thinking along with a positive attitude
- Self-motivated

Pay rate: $24.93 per hour. **Schedule:** As needed.

Applicants should have flexibility to accommodate schedule or branch assignment changes based on the needs of the Library.

Our library branches serve all residents of St. Charles County by providing a robust collection of materials, many programs 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 priority consideration, submit a cover letter and resume along with completed SCCCL Application by **November 2, 2026.** Application materials can be emailed to jobs@stchlibrary.org, or mailed to SCCCL, Human Resources Department, P.O. Box 529, St. Peters, MO 63376**.** Application materials will be accepted until the position is filled or an acceptable number of qualified candidates have been received.

We appreciate your interest in the Library, 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.

10/20/26-11/2/26

Description Number: G2
Position Title: Library Associate II (Temporary)
Salary Grade: G
FLSA Classification: Nonexempt
Reports to Either: Branch Manager/Assistant Branch Manager/Youth Services Supervisor/ Coordinator
Revision Date: 3/24/2025

Job Summary:

The Library Associate II is an advanced, customer-focused role responsible for assisting patrons in person, by phone and electronically, answering general questions and in-depth information inquiries, performing circulation duties, and handling materials. In addition to providing frontline customer service, this position plays a key role in developing, coordinating, and conducting programs for children, tweens, teens, and adults. Additionally, the Library Associate II assists with collection maintenance, opens and closes the branch, and serves as the leader on duty as required. The Library Associate II must be a creative problem solver and critical thinker who can engage diverse audiences, adapt to evolving library needs, and contribute to a positive and welcoming environment.

This position also assists with library technology, and mentors new staff. The Library Associate II is detail-oriented, comfortable working independently and collaboratively, and passionate about fostering literacy, learning, and community engagement. The Library Associate II understands the importance of representing the library in a professional manner and is committed to fostering positive interactions with patrons through enthusiasm and a friendly attitude. The Library Associate II works within a team environment, both with colleagues at their assigned branch and across other locations.

Essential Expectations:

1. Provide prompt and friendly service, assisting library patrons of all ages with general and in-depth questions in person, by phone, and electronically.
2. Assist patrons in using library resources and services, such as databases, e-media, research tools, readers' advisory, and technology assistance.
3. Assist in identifying community needs and interests to develop and execute engaging programs for all ages.
4. Help maintain the Library collection.
5. Promote the Library collection in accordance with Library procedures and policies (displays, book suggestions, etc.).
6. Proficient in using technology and assisting others with technical issues including computers, printers, and self-service kiosks.
7. Perform circulation tasks.
8. Demonstrates professionalism in all verbal, written, and digital communication when interacting with colleagues, supervisors/management, and customers.
9. Assist in training and mentoring new library associates or volunteers.
10. Assist with administrative tasks, including data entry, report preparation, and record maintenance.
11. Help maintain an orderly library environment and provide light housekeeping.
12. Opens and/or closes the library as scheduled, following all procedures to ensure safety and readiness.
13. Display time management, critical thinking, and organizational skills.
14. Exhibits professionalism by respecting the decisions of supervisors/management and adhering to established policies and procedures.
15. Works collaboratively as part of a team, follows the direction of the Leader on Duty, and demonstrates leadership and accountability when serving as Leader on Duty.

16. Practices active listening by giving full attention to others, showing understanding, and responding appropriately.

17. Illustrates flexibility and adaptability.

18. Represents the Library positively and professionally by consistently communicating about the mission, services, and staff in a respectful and supportive way.

19. Other duties as assigned to support library operations.

Skills:

1. Excellent verbal and written communication and reading comprehension skills.

2. Ability to organize alphabetically and numerically and use the Dewey Decimal System.

3. Office Skills, including computer usage, fax, scan, copiers, phones, etc.

4. Tactfully address concerns and disruptive behavior, and communication these to the Leader on Duty

5. Attention to detail and ability to perform duties with high accuracy.

6. Flexibility to adapt to changing situations.

7. Ability to effectively multi-task and work well under pressure.

8. Takes initiative and independently carries out tasks to meet goals and directives.

9. Willingness and ability to learn new skills and technical knowledge.

Physical Abilities accomplished with or without reasonable accommodations:

1. Frequent standing, walking, bending, and reaching. Ability to sit or stand for long periods of time as branch needs and tasks dictate and perform repetitive movements.

2. Ability to lift and carry materials weighing up to 30 pounds and ability to push or pull carts full of materials.

3. Ability to reach materials stored on high or low shelves and to safely navigate aisles and spaces.

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, reports and other materials, both electronic and hard copy.

Education and Experience:

1. Associate's or bachelor's degree in library science, education, or a related field; or a high school diploma (or equivalent) and five years of related work experience.

2. Experience in developing and leading programs for various age groups preferred.

3. Experience with library-specific software and integrated library systems (ILS) preferred.