St.Charles City-County Library

Employment Opportunity

Library Associate I

16 hours per week

Kisker Road Branch, St. Charles, MO

We are seeking to fill a part-time Library Associate I position at our Kisker Road Branch. If amazing customer service and working as part of a team is your passion, this is an opportunity for you! The Library Associate I is responsible for handling and shelving materials and performing some light housekeeping within the branch. In this position you will work directly with library customers in person, by phone, or electronically regarding the circulation of materials, reserves, library accounts and with other tasks related to circulation. You will assist customers with program and event registrations and/or meeting room reservations. You may assist with opening and/or closing procedures.

Skills needed for this job are:

- Helpful customer service attitude with ability to positively interact with customers
- Ability to file alphabetically and numerically using the Dewey Decimal System
- Attention to detail, strong organizational skills and ability to perform duties both quickly and accurately
- Knowledge of general library operations
- Intermediate level of office and computer skills, to include Google Workspace, Microsoft Office, electronic devices and cell phones.
- Excellent written and verbal communication skills and the ability to thrive in a team environment
- Flexibility and ability to adapt to change and willingness to learn new things

Part-time employees enjoy a partial benefit package that includes paid time off and a deferred compensation plan with employer match. Pay rate is $16.30.

Schedule: Mon 9:00am-1:00pm, Tues 4:00pm-8:00pm, Thurs 12:00pm-8:00pm. Sat & Sun shifts on rotation.

When applying, please include the following: Indicate in your application materials if you can work the hours listed above. As we may have more than one opening posted, please be sure to indicate for which branch(es)/position(s) you are applying.

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! The future looks bright - join us!

For consideration, submit a cover letter and resume along with completed SCCCL Application by **Monday, November 23, 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.

The Library Participates in E-Verify.

11/13/26-11/23/26

Please see the following job description for more information.

Description Number:	A3
Position Title:	Library Associate I
Salary Grade:	A
FLSA Classification:	Nonexempt
Reports To Either:	Circulation Supervisor/Coordinator /Assistant Branch Manager
Revision Date:	3/24/2025

Job Summary:

The Library Associate I is an entry-level position responsible for handling and shelving materials, maintaining collection organization, processing customer payments, performing light housekeeping duties, and assisting with opening and/or closing the branch. As a frontline representative of the Library, this position provides excellent customer service by assisting patrons with checkouts, holds, returns, and general inquiries while ensuring a welcoming and orderly environment. Additionally, the Library Associate I supports library programs and contributes to daily library operations. The Library Associate I is detail-oriented, enjoys working with the public, and is eager to learn about library services and resources. This person will communicate clearly and effectively and display initiative to create an excellent customer experience. The Library Associate I 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 I will work independently, as well as collaboratively, within a team environment with colleagues at their assigned branch and across other locations.

Essential Expectations:

1. Handle and shelve materials accurately and efficiently.
2. Perform circulation tasks, such as processing holds, interlibrary loans, and overdue materials.
3. Provide prompt and friendly service, assisting library patrons of all ages with library accounts, checkouts, returns, and transactions.
4. Respond to general questions and help patrons locate books, media, and other materials.
5. Assist with opening and/or closing duties as assigned.
6. Help maintain an orderly library environment and provide light housekeeping.
7. Demonstrates professionalism in all verbal, written, and digital communication when interacting with colleagues, supervisors/management, and customers.
8. Assist customers in person, by phone, or electronically.
9. Practices active listening by giving full attention to others, showing understanding, and responding appropriately.
10. Illustrate flexibility and adaptability.
11. Learn and navigate technology/software.
12. Works as part of a team and follows the Leader on Duty’s instructions to support daily operations.
13. Support library marketing and community engagement efforts.
14. Exhibits professionalism by respecting the decision of supervisors/management and adhering to established policies and procedures.
15. Represents the Library positively and professionally by consistently communicating about the mission, services, and staff in a respectful and supportive manner.
16. Other duties as assigned to support library operations.

Skills:

1. Excellent verbal and written communication and reading and comprehension skills.
2. Ability to organize alphabetically and numerically.
3. Flexibility to adapt to changing situations.
4. Attention to detail and ability to perform duties with a high level of accuracy.
5. Ability to exercise initiative to achieve established goals and directives.
6. Tactfully address concerns and disruptive behavior, and communicate these to the leader on duty.
7. Ability to effectively multi-task and work well under pressure.
8. 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. Must be 16 years or older.
2. High school diploma or equivalent preferred.
3. Previous customer service, clerical, or library experience preferred.