

Adult & Teen Services Department – Adult & Teen Services Associate

Status: Non-exempt, Part-Time

Hours: 15-18 hours/week. Nights and weekends as scheduled.

Salary Range: \$17.27 - \$19.00, depending on qualifications

Description: Are you passionate about working with the public? Do you love books, movies, music, culture, and technology and want to share that knowledge with others? Would you like to work in a team-oriented environment where staff are respected, valued, and supported? The River Forest Public Library is the place for you!

Reports to: Adult & Teen Services Manager

Duties and Responsibilities:

- Provide a friendly, welcoming environment and excellent customer service to all patrons during regularly scheduled desk shifts.
- Offer readers' advisory services that promote the love of reading and lifelong learning, such as in-person and email recommendations, book displays, and booklists for both adult and young adult literature.
- Understand and respond to the needs of library patrons by providing accurate and professional information services in person, by phone, and online.
- Instruct patrons in person, by phone, by email, and by chat on the use of print and digital resources, including online databases, websites, and downloadable materials.
- Assist patrons with public computers, printing, scanning, and faxing.
- Monitor patron behavior and hold them accountable to the Patron Code of Conduct.
- Assist with library programming and promotional activities.
- Weeding and collection maintenance (as assigned by Adult & Teen Services Manager)
- Perform other duties as assigned.

Requirements

- Demonstrated ability and willingness to collaborate positively in a team environment, including effective interpersonal skills and the ability to express yourself clearly in person and in writing.
- Ability to work effectively with patrons of all ages, cultures, abilities, and backgrounds.
- Demonstrated knowledge of library applications, Microsoft Office products, and other emerging technologies and their application in a library setting.
- Ability to provide patient and friendly instruction on the use of database resources and streaming/downloadable media on a variety of handheld devices.
- Organized and able to multitask, exercise initiative, and work independently.

Qualifications

- Bachelor's degree or LTA.
- At least one year of experience working in a library setting or a similar customer service-focused environment.
- Must be able to work evenings and weekends.

Benefits:

- Paid Leave For All Workers time accrued at 1 hour per 40 hours worked

Please email a cover letter and resume in PDF format to employment@riverforestlibrary.org.

No phone calls please.

Contact Information:

Shannon Gruber, Adult & Teen Services Manager

735 Lathrop Ave, River Forest, IL 60305