### GREENVILLE COUNTY (SC) LIBRARY SYSTEM

**JOB ANNOUNCEMENT, NO. 2025-064**

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| **Posting Date:** Wednesday, March 5, 2025 | **Application Deadline:** Wednesday, March 12, 2025 |
| **Position:** Library Assistant IV, Information Services/Reference, Hughes Main Library, Works two evenings during the week and every other weekend. (See schedule below) | **Pay**: $18.23 per hour  Position works 12-16 hours per week |
| **Status:** Regular Part-time, Non-Exempt | **Available:** March 2025 |
| **Location:** Hughes Main Library, 25 Heritage Green Place, Greenville, South Carolina | |
| **Schedule:** WK 1: Sun. 2:00p-6:00p; and Mon. & Wed. 5:00p-9:00p  WK 2: Mon. & Wed. 5:00p-9:00p; and Sat. 9:00a-6:00p | |

## **FUNCTION**

Under general supervision, this position:

* Provides reference service and other assistance to Library patrons using a wide variety of print and online resources.
* May direct, assign, and coordinate duties of part-time staff and/or volunteers to ensure efficient operation of the unit.
* Follows library policies and procedures, and provides efficient service and assistance.
* Provides service in person, by telephone, and/or through electronic communications.
* Embodies the Library System’s code of service by creating an atmosphere where customers and coworkers feel invited, informed, impressed, and inspired.
* Performs work in accord with the Library System’s vision and mission, using good judgment in the application of policies and established procedures.

## **MINIMUM TRAINING & EXPERIENCE**

*Required:*

* Bachelor’s degree from an accredited college or university
* Two years of experience working with the public in a customer service position
* Experience using Microsoft Office software programs, various Internet browsers and email.
* Other combinations of experience, education and training that meet the minimum requirements may be substituted as long as the applicant has completed:
  + a minimum of 60 college credit hours through an accredited college university, or
  + the Library Support Staff Certification through the American Library Association

*Preferred:*

* Experience working in a library or formal learning environment

## **PHYSICAL REQUIREMENTS**

Must have the ability to:

1. concentrate for long periods of time
2. speak clearly and distinctly
3. hear and/or comprehend verbal communication
4. see and interpret all job-related materials
5. operate library equipment as assigned
6. lift up to 25 pounds and push book carts weighing over 100 pounds
7. sit for long periods of time
8. stand for long periods of time
9. walk, bend and stoop
10. reach, grasp and use hands to touch, handle, or feel
11. tolerate low levels of dust and mold associated with working around paper files, books, and other library materials

## **EXAMPLES OF WORK PERFORMED**

*These tasks are illustrative only; to carry out the day-to-day functions of the job, other duties may be performed. The omission of specific statements does not exclude them from the position if the work is similar, related or a logical assignment to the position. Essential job functions designated with (E).*

* Provides general research assistance using print and online resources. Assists patrons in locating and using library materials. (E)
* Provides instruction and assistance in the use of computers, printers, microfilm equipment, and photocopiers. (E)
* Instructs library users in the effective use of the library system catalog, the Internet, computer software, and online databases. (E)
* Performs searches of online databases. (E)
* Assists in maintenance of the reference collection and library databases through such activities as processing, updating, preserving, and filing reference materials. (E)
* Checks arrangement of materials on shelves to assure they are in proper order. (E)
* Prepares, processes, and/or transmits bibliographies, correspondence, acquisition requests , interlibrary loan requests , timesheets, reports, etc. (E)
* Acts as a Team Leader, i.e. serves as the responsible party for the operation of one or more sections of the unit nights, weekends, or as designated (full-time employees only). (E)
* May assist in training and development of staff and volunteers as needed.
* Communicates and enforces the Library Code of Conduct and other policies, procedures, and rules to patrons. (E)
* Assists in various aspects of programming and outreach for adults, including planning, organizing, preparing materials, presenting, and/or providing instruction.
* Follows safe work methods to prevent injury. (E)
* Attends meetings, training programs, workshops, etc. as requested by supervisor. (E)
* Participates in community events on behalf of the Library upon request.
* Maintains regular and reliable attendance and remains compliant with the Library System’s *Attendance Guidelines*. (E)
* Performs other duties as assigned.

Reference

* + Provides readers’ advisory service with emphasis on nonfiction. (E)
  + Assists customers with current mobile device technology and assist them in downloading and/or accessing the Library’s online digital materials such as eBooks. (E)

## **REQUIRED KNOWLEDGE, SKILLS/ABILITIES & CHARACTERISTICS**

*(Testing of computer skills may be part of the interview process for this position.)*

Knowledge:

* Knowledge of basic computer, mouse and keyboard use.
* Knowledge of Windows operating system, MS Office, various Internet browsers and email.
* Knowledge of business English, spelling and arithmetic.

Skills/Abilities:

* Ability to analyze administrative problems and suggest practical solutions.
* Ability to create and work in a team environment and establish and maintain effective working relationships with Library staff and the general public.
* Ability to work under frequently stressful conditions and meet required deadlines.
* Ability to be detail-oriented and recognize and correct errors.
* Ability to learn and enforce the Library’s policies, procedures and regulations.
* Ability to deal with difficult individuals with tact and diplomacy.
* Ability to operate and care for computers and their peripherals, e.g. RFID pads, barcode readers, printers, etc.
* Ability to learn the Library’s integrated system software that manages Library processes.
* Ability to effectively use and demonstrate to customers the use of computer equipment, Windows operating system, MS Office, various Internet browsers, email and the Library’s website; including the online catalog and databases.
* Ability to learn and demonstrate the use of current mobile device technology to assist customers in downloading and/or accessing the Library’s online digital materials such as eBooks.
* Ability to communicate concepts, general information, and task-oriented information in oral, written, and electronic forms.
* Ability to maintain confidentiality and use good judgment and discretion in carrying out duties and responsibilities.
* Ability to learn emerging technologies and moderately complex computer applications.
* Effective reference interview skills.
* Preferred: Touch typing skills.
* Preferred: Bilingual – English/Spanish skills.

Characteristics:

* Enjoys interacting with people and possesses a strong commitment to providing an exemplary customer experience.
* Works calmly and effectively in stressful situations.
* Follows established procedures and instructions received from supervisor.
* Possesses strong leadership and organizational skills.
* Works well in a team environment.
* Values technology as a tool, staying on top of technology trends.
* Recognizes change as an ongoing opportunity for growth.
* Performs routine tasks efficiently and without difficulty.
* Uses good judgment and discretion in carrying out duties and responsibilities.
* Is receptive to feedback, willing to learn, and embraces continuous improvement.
* Takes ownership of work, does what is needed without being asked, and follows through until task is resolved.
* Arrives on time, works hours as scheduled and maintains a good attendance record.

Greenville County Library System may change assigned work location and schedule

of any position depending upon the needs of the system.

**Visit the Job Openings page on our website at** [**www.greenvillelibrary.org**](http://www.greenvillelibrary.org) **to submit an online employment application**

**and/or for additional information about our application process. Inquiries may be directed to**

**Cindy Quinn at (864) 527-9232 or** [**cquinn@greenvillelibrary.org**](mailto:cquinn@greenvillelibrary.org)**.**

**Current employees must also complete and submit an**

***Internal Job Application Acknowledgement Form*, which may be downloaded from StaffWeb.**

**GCLS is an Equal Opportunity Employer. GCLS participates in E-Verify.**