### GREENVILLE COUNTY (SC) LIBRARY SYSTEM

**JOB ANNOUNCEMENT, NO. 2025-061**

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| **Posting Date:** Friday, February 21, 2025 | **Application Deadline:** Friday, February 28, 2025 |
| **Position:** Library Associate, Fountain Inn Branch,  Works 4 evenings during the week and every Sat. morning. (See schedule below) | **Pay:** $16.12 per hour  Position works 20 hours per week |
| **Status:** Regular Part-time, Non-Exempt | **Available:** March 2025 |
| **Location:** Kerry Ann Younts Culp Branch Library, 311 N. Main Street, Fountain Inn, South Carolina | |
| **Schedule:** Mon., Tues., Wed., & Thurs. 5:00p-9:00p; and Sat. 8:30a-12:30p | |

## **FUNCTION**

Employees in this position:

* Embody the Library’s code of service by creating an atmosphere where customers and coworkers feel invited, informed, impressed and inspired.
* Greet customers and coworkers with a welcoming smile, and enthusiastically provide knowledgeable and meaningful assistance in the discovery and use of Library resources, services and technology.
* Perform work under general supervision, in accord with the Library’s vision and mission, using good judgment in the application of policies and established procedures.

**MINIMUM TRAINING & EXPERIENCE**

*Required:*

*Must meet one of the categories of training & experience listed below:*

*Category 1:*

* 30 college credit hours through an accredited college or university or the Library Support Staff Certification.
* Two years of experience working with the public in a customer service position.
* Recent experience at the intermediate level using Windows operating system, Microsoft Word and Excel, and experience using various Internet browsers and email. *(Testing of computer skills is part of the interview process for this position.)*

*Category 2:*

* High school diploma or high school equivalency certificate (GED).
* Three years of experience working with the public in a customer service position.
* Recent experience at the intermediate level using Windows operating system, Microsoft Word and Excel, and experience using various Internet browsers and email. *(Testing of computer skills is part of the interview process for this position.)*

*Preferred:*

* Associate’s degree from an accredited college or university.

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. type on an ongoing basis for long periods of time, using both hands
12. tolerate 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 of duties does not exclude them from the position if the work is similar, related or logical assignment to the position. Essential job functions designated with (E).*

* Assists with training of staff and volunteers.
* Provides general circulation services, including registering new borrowers, updating customer records, placing holds, checking out materials, etc. (E)
* Assists customers with the use of self-checkout stations, computer equipment, Windows operating system, MS Office, various Internet browsers, email, and the Library System’s website; including the online catalog and databases. (E)
* Assists customers with current mobile device technology and with downloading and/or accessing the Library System’s online digital materials such as eBooks. (E)
* Uses the Library System’s integrated library system (ILS) to process discharges, fill or clear holds, place or receive items in transit, and maintain accurate status of items. (E)
* Assists customers with identifying, locating, and using Library System materials. (E)
* Assists customers in submitting interlibrary loan requests. (E)
* Processes ILS reports to identify and retrieve items to fill hold requests and to return expired holds to the collection. (E)
* Communicates and enforces the Library System’s *Code of Conduct* and other policies, procedures, and rules to customers. (E)
* Collects and maintains appropriate records of fines and fees received. (E)
* Counts money in cash register and prepares cash collection count form.
* Accepts meeting space applications and enters application information into calendar in accordance with applicable policies and procedures. If responsible for meeting space reservations, also approves applications and monitors calendar. (E) (Branches only)
* Makes appropriate referrals to other Library System units, agencies, etc., for information or materials not available at work location. (E)
* Provides readers’ advisory services. (E)
* Assists in various aspects of programming for adults, including planning, organizing, preparing materials, presenting, and/or providing instruction. (E)
* Promotes Library System programs and assists customers in registering for them. (E)
* Empties materials drops located inside and/or outside a Library System location. (E)
* Assesses Library System materials for needed repair or repackaging and identifies items for discard/replacement review. (E)
* Sorts Library System materials and shelves them according to their established arrangement. (E)
* Checks arrangement of shelved materials to assure they are in proper order. (E)
* Assists in conducting inventory of Library System collections.
* Moves and arranges Library System materials under supervision. (E)
* Retrieves Library System materials as requested. (E)
* Cleans and dusts Library System equipment, materials, and shelving; assists in keeping Library System locations clean and neat. (E)
* May process 14-day and leased books.
* May conduct presentations, orientation sessions, and tours for groups.
* Monitors and stocks brochure display and publicity items.
* Notifies appropriate coworker about low levels of supplies or, if assigned to monitor supplies, coordinates the ordering of supplies as needed. (E)
* May read book reviews and make acquisition recommendations to supervisor.
* Participates in community events on behalf of the Library System upon request.
* Attends meetings, training programs, workshops, etc. as requested by supervisor. (E)
* Follows safe work methods to prevent injury. (E)
* Works a schedule that meets the needs of the unit. (E)
* Maintains regular and reliable attendance and remains compliant with the Library System’s *Attendance Guidelines*. (E)
* Performs other related duties as required.

## **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 operate and care for computers and their peripheral equipment, e.g. RFID pads, barcode readers, printers, etc.
* Ability to learn the Library’s integrated system software, i.e. an automation system used to manage Library processes.
* Ability to 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-related information in oral, written, and electronic forms.
* Ability to learn, implement and maintain complex filing systems including the Dewey Decimal System with a high level of accuracy.
* Ability to maintain confidentiality of customer records, security related incidents and other identifiable customer uses of Library resources and services.
* Preferred: Bilingual – English/Spanish skills.
* Preferred: Touch typing skills.

Characteristics:

* Works well in a team environment.
* Enjoys working with people and possesses a strong commitment to customer service.
* Establishes rapport with others in person and on the telephone, and maintains effective working relationships with the customers and coworkers.
* Uses good judgment and discretion in carrying out duties and responsibilities.
* Works calmly and effectively in stressful situations and in a sometimes noisy and chaotic environment.
* Follows established procedures and instructions received from supervisor.
* Possesses strong organizational skills and is detail oriented.
* Performs routine tasks efficiently and without difficulty.
* 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.**