

Bellwood Public Library

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www.bellwoodlibrary.org



Job Posting: Patron Services Associate/Librarian

Location: Bellwood Public Library

Job Type: Part-Time/ Full-Time

Salary: \$ 17-26 per hour, based on experience

Application Deadline: January 15, 2025

Position Overview:

Bellwood Public Library is seeking a dedicated and customer-oriented **Patron Services Associate/Librarian** to join our team. This individual will play a vital role in ensuring the smooth operation of our library while providing exceptional service to our community members. The ideal candidate will be passionate about public service, have excellent interpersonal skills, and be comfortable using technology to assist patrons in accessing library resources.

Qualifications:

- Associate's or MLS dependent on position
- At least one year of experience working in a customer service or public-facing role
- A strong commitment to public service and helping the community
- Proficiency with Microsoft 365 applications and willingness to learn the library's management system
- Ability to learn and apply knowledge of library materials, systems, and processes
- Physical ability to bend, lift, carry up to 20 pounds, move loaded carts weighing up to 200 pounds, and stand for extended periods (up to 4-hour shifts)
- Excellent communication skills, both verbal and written, to interact effectively with patrons and staff
- Attention to detail and the ability to multitask and prioritize work
- Ability to work both independently and as part of a team

Benefits:

- **Hourly Rate:** Associate \$17-\$20; Librarian \$25-\$26
- Compensation is based on competencies, experience, and internal equity.
- **Schedule:** Flexible hours including evenings and weekends as needed

Primary Duties and Responsibilities:

- **Patron Services:** Check in and check out library materials, assist patrons with using library resources, and answer inquiries in person, over the phone, via email, or chat. Greets all patrons and communicates about library programs and information.
- **Library Account Management:** Issue and renew library cards, update cardholder accounts, and process fees for overdue or damaged items. Assists with library card registration maintenance.

- **Material Management:** Retrieve, process, and prepare requested materials for patrons, including materials for holds, and organize items for shelving. Assists in shelf reading and shelving of materials, as needed.
- **Customer Assistance:** Help patrons locate materials, use library equipment, and navigate library systems. Ensure a positive experience for all visitors.
- **Library Operations:** Assist with retrieving materials from the book drop, checking for damage, and organizing returned materials for shelving. Maintains and implements Opening and Closing procedures, as well as a procedure manual for the department.
- **Interlibrary Loan and Holds:** Process materials for holds to other libraries and manage materials for patrons to pick up.
- **Technology:** Ability to assist patrons with setting up e-library resources on their phone or personal devices. Occasionally assists patrons with basic computer skills (excel, word, and internet) as needed.
- **Statistics:** Assists in maintains statistics as directed by the Head of Patron Services.
- **Physical Tasks:** Carry and organize carts of library materials for shelving, and assist with maintaining an orderly and clean environment in the library.
- **Other Duties:** Assist in other departmental tasks and projects as needed to support the library's mission and daily operations. Supervises and manages Patrons Services in the absence of the Head of Patron Services.

About Bellwood Public Library:

Bellwood Public Library serves as a vibrant community hub in the heart of Bellwood, Illinois. We are committed to providing an open, welcoming space where residents of all ages can explore new ideas, discover reliable information, and connect with each other. As a cornerstone of the Bellwood community, we strive to meet the diverse needs of our patrons by providing exceptional services, programs, and resources.

Why Work with Us?

- **Make an Impact:** Be an integral part of a library that is central to the Bellwood community, helping residents of all ages access valuable resources and information.
- **Inclusive Environment:** Join a team that values diversity and is committed to creating an environment where all individuals feel welcomed and supported.
- **Professional Development:** Opportunities for continuing education and training in library and information sciences.
- **Community Connection:** Engage directly with a diverse and dynamic community, helping to make a real difference in the lives of Bellwood residents.

How to Apply:

Please submit a cover letter, resume to:

Submit application with cover letter and resume with PATRON SERVICES APPLICATION in the subject line prior to January 15, 2025 to Heather-Marie Montilla at info@bellwoodlibrary.org. NO phone calls, please.

Bellwood Public Library is an equal opportunity employer. We encourage applicants from all backgrounds and experiences to apply and value diversity in our workplace.