



Member Services Assistant
Member Services Department
Part-Time-20 Hours per Week

Enjoy what you do while contributing to a Library that makes a difference in people's lives. The Palatine Library District is seeking a friendly, resourceful, and detail-oriented part-time **Member Services Assistant** to provide outstanding service at our front desk and support library operations. As a key team member of the Member Services Department, you will assist library visitors with checkouts, accounts, materials, and technology to help create a welcoming and efficient experience for all.

How You'll Contribute:

- Provide courteous and effective assistance to members in person and by phone
- Support member accounts, including issuing library cards, renewing accounts, and processing payments
- Assist members with finding materials, using self-check stations, and navigating library technology and resources
- Locate, retrieve, process and route requested materials
- Check in/out materials; shelve, shift, and maintain library collections
- Visit <http://www.palatinelibrary.org/jobs> for a complete job description

You'll Be Successful Because You Have:

- A High school diploma or equivalent required
- Minimum of 6 months in a customer service role in a library, or similar setting
- Ability to multitask and manage time effectively
- Strong attention to detail and organizational skills
- Ability to work collaboratively, stay calm under pressure, and follow library procedures
- Ability to learn and use library technologies, including integrated library systems (Polaris preferred)

What We Offer:

- **Hourly Rate:** \$19.81 an hour
- **Schedule:** Tuesday and Thursday 3p-9p and Saturday 8:30a-5p
- **Benefits include:** personal time, sick, and vacation accrual, holiday pay, participation in Illinois Municipal Retirement Fund, and additional compensation for non-English language skills

How To Get Started:

Employment applications are available online at <http://www.palatinelibrary.org/jobs> or any Library location. Please submit a completed application and resume to the Human Resources Department at employment@palatinelibrary.org.

About Us:

Palatine Library District inspires connection, curiosity, and joy. The Library serves approximately 90,000 residents predominantly within the communities of Palatine and Hoffman Estates. We are an Equal Opportunity Employer and strive to reflect our diverse community through our dedication to equity, diversity, and inclusion.