



POSITION DESCRIPTION

Title:	Library Associate
FLSA:	Part-time / Non-Exempt
Grade:	Grade III
Service Area:	Information Services

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all-inclusive.

RELATIONSHIPS

Reports To:	Information Services Manager
Subordinate Staff:	None
Other Internal Contacts:	Library Staff
External Contacts:	Library Patrons

JOB SUMMARY

Under the direction of the Information Services Manager, and in harmony with the policies of Morrisson-Reeves Library, the Library Associate will serve as a paraprofessional assisting patrons by performing a variety of services including assisting patrons with research and information needs.

JOB DOMAIN

ESSENTIAL FUNCTIONS

- Provide prompt, accurate assistance to patrons of all ages and abilities with reader's advisory services, information needs and the location of library materials in person, via telephone, mail and electronically.
- Learn customer service core competencies and utilize the knowledge gained for providing exemplary service when working at any public desk.
- Assist and instruct patrons in the use of the library catalog, databases, print resources, and other library resources and services.
- Assist patrons in accessing e-books and other digital materials on e-readers, computers, smartphones and other technological devices.
- Assist patrons and staff with information and troubleshooting on computers, mobile devices, copiers and microfilm readers.
- Know and implement library policies and procedures.
- Ensure that items in the Reference and Special Collections areas are shelved daily and materials are kept in order and accessible to patrons and library staff.
- Provide roving reference.
- Shelf read for accuracy of material placement in the Information Service area and other areas as assigned.
- Assist with regular evaluation of assigned collection areas.
- Answer directional questions and inquiries about the general layout and location of library materials.

- Troubleshoot equipment and collect related usage fees as needed.
- Inform patrons of, and enroll patrons for, reading programs, book discussion groups and any other library-sponsored programs.
- Participate and assist with library programming.

OTHER DUTIES

- Compile and report statistics, as needed.
- Perform opening and closing procedures.
- Collect materials around the library and mark items used in the ILS system.
- Answer telephone, transfer calls and route messages
- Complete special projects and related tasks as assigned by the Information Services Manager.
- Perform clerical tasks related to reference collection development and preparing written reports.
- Perform shipping and receiving duties as needed.
- Attend general library, staff and service area meetings.
- Assist and provide backup to other areas of the library as needed.
- Use registration software to make room reservations.
- All other duties as assigned which uphold the mission and vision of the library.

KNOWLEDGE, SKILLS AND ABILITIES

1. **Comprehensive knowledge of** current general public library service, policy, standards, and procedures; and general collection; with *cursory knowledge of* reference and genealogy collection; software applications and their use; Information Services equipment.
2. **Ability to** successfully interact with a diverse patron base and other library personnel; remain focused on tasks despite frequent interruptions; perform with a high level of accuracy independent from supervisor examination; work well within teams, groups, and committees; obtain and maintain a working knowledge of library computer systems and other technologies as they pertain to Information Services; train customers in the use and services of the library; work some evenings and weekends.
3. **Ability to** match resources to meet the needs of patrons during the reference process; train adults (patrons and staff) on the use of computers, computer software and the Internet; learn public service core competencies and utilize the knowledge gained while serving patrons; search databases effectively; deal tactfully and courteously with the public; make decisions in accordance with library policies and procedures; sort and file alphabetically and numerically; work with limited supervision; maintain composure in stressful situations
4. **Proficient skills in** all forms of effective communication, written and oral; critical inquiry and logic as applicable to work duties; skill in resolving customer complaints and concerns; usage of office and communication equipment, especially computers, computer peripheral devices, Microsoft Office software applications and the Internet; prioritization and time management.

Essential physical abilities include:

1. Sufficient **clarity of speech and hearing** or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively.
2. Sufficient **vision or other powers of observations**, with or without reasonable accommodation, which permits close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus.
3. Sufficient **manual dexterity** with or without reasonable accommodation, which permits the employee to operate a personal computer and related office equipment.

4. Sufficient *personal mobility and physical reflexes*, with or without reasonable accommodation, which permits the employee to function in the context of the Library Associate position to include but not be limited to: lifting, moving, stooping, bending, reaching up to 7 ft. with the aid of step stools, carrying up to 20-30 pounds; prolonged standing and/or sitting; and the capability to push, pull or lift up to 30 pounds. May be subject to repetitive motion such as typing, data entry and vision to monitor.
5. *Environmental conditions* include those risks normally associated within the context of an office environment and potential exposure to computer and office equipment cleaning chemicals and solutions. The noise level is usually minimal.

EDUCATION AND EXPERIENCE REQUIREMENTS

1. Education beyond the high school level; Associates Degree or two years postsecondary coursework preferred
2. Two years work experience in a public service environment
3. Public library experience desired; Reference experience a plus
4. Extensive computer usage experience and database searching with working knowledge of Microsoft Office software, email, and the Internet is required. Knowledge of library information systems a plus.

THE ABOVE DESCRIPTION COVERS THE MOST SIGNIFICANT DUTIES TO BE PERFORMED BUT DOES NOT EXCLUDE OTHER OCCASIONAL WORK, PROJECTS OR DUTIES AS ASSIGNED BY MANAGEMENT.