

Job Description

Library Associate I

Name:		Department:	Library Operations
Pay Grade:	I	FLSA Code:	Non-exempt
Reports To:	Head of Library Operations	Typical Schedule:	Varies
Last Updated By:	Donna Dunn	Date:	9/11/2017

Job Summary

Under the supervision of the Head of Library Operations, the Library Associate I is responsible for assisting the public with the circulation and borrowing process, as well as with the location of library materials.

This position does not have any supervisory responsibilities.

Essential Functions & Responsibilities

Primary

- Registers patrons for library cards and programs
- Checks in and out, and places reserves on library items
- Informs patrons of overdue items, fees on their library card, and helps to resolve outstanding issues
- Communicates on the telephone to handle patron inquiries, relay information, and respond to general questions from staff and the public
- Checks library shelves to locate items and update item status accordingly
- Operates the cash register and credit card machine
- Provides assistance with self-checkouts, library online services, and use of the copier, fax, and print-release stations
- Processes interlibrary loan and reserved items
- Cleans, sorts, and shelves library materials
- Understands spine label designation
- Knows the location of all categories of library materials

- Shelf reads
- Provides directional assistance to patrons who visit the library
- Assists with interdepartmental projects, as requested
- Cleans library equipment
- Assists at programs and events, as scheduled
- Assists with setups and breakdowns for library events
- Assists with removing library materials from book returns, as scheduled
- Attends scheduled meetings and training, as required
- Maintains awareness of overall library functions, projects, and goals
- Represents the library in a positive fashion at all times

Secondary

- Participates in professional development and continuing education, as appropriate
- Understands and demonstrates the Standards of Public Service
- Performs other duties, as assigned

Education Requirements

The minimum level of formal education required to perform this job is checked.

- | | |
|--|---|
| <input type="checkbox"/> Some high school | <input type="checkbox"/> Bachelor's Degree |
| <input checked="" type="checkbox"/> High school diploma or GED | <input type="checkbox"/> Master's Degree/MLIS |
| <input type="checkbox"/> Associate's Degree | <input type="checkbox"/> Other: |

Training, Skills, Knowledge, and/or Experience

Required

- One (1) year of customer service experience
- Ability to complete detailed work accurately, efficiently, and on time, with minimal supervision
- Excellent written and verbal communication skills
- Ability to prioritize and organize work assignments to meet library needs
- Ability to work independently or as part of a team
- Working knowledge of technology to include: Microsoft Windows and Office applications, Google Suite applications, and the internet
- Ability to adapt to evolving technology

- Service-oriented attitude with the ability to establish and maintain effective relationships with staff and the public in order to achieve the goals and objectives of the library

Preferred

- Successful work experience as a Library Associate in a public library

Physical Requirements

	Constantly ($\frac{2}{3}$ or more of the time)	Frequently ($\frac{1}{3}$ - $\frac{2}{3}$ of the time)	Occasionally ($\frac{1}{3}$ or less of the time)
Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending/stretching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stooping/kneeling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching overhead (up to 75" high)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting/carrying/moving (up to 50 pounds)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reading/analyzing/interpreting data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing/working at a computer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving wheeled carts (100 lbs.) within or between buildings in all weather conditions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Scheduling

This position may require working during any of the hours that the Library is open, including evenings and weekends. Although a regular weekly schedule is established, the needs of the Library may require schedule changes and flexibility.



Equal Employment Opportunity

The library does not discriminate on the basis of race, color, gender, religion, sexual orientation, gender identity, national origin, ancestry, citizenship, age, disability, veteran status, marital status, pregnancy, arrest record, protected order status, genetic information, or other non-job related criteria in any term, condition, or privilege of employment.

Acknowledgement

I have read and understand the functions and requirements of this position. I understand that this does not limit the assignment of additional duties for this position, and that the job functions may change as needs evolve.

Employee Signature

Date

