



## POSITION DESCRIPTION

<b>Job Title:</b> Library Associate		<b>Department:</b> Library	
<b>REPORTS TO:</b> Information Services Supervisor		<b>SUPERVISES:</b> N/A	
<b>Bargaining Unit:</b> AFSCME Local 517 Council 5		<b>FLSA STATUS:</b> Non-Exempt	
		<b>Effective Date:</b> July 2018	

### POSITION SUMMARY

Performs reference services for library patrons of all ages and assists the librarians in planning and providing services and programs, particularly in the area of reference and information services.

### JOB DUTIES OR ESSENTIAL FUNCTIONS

The essential function of the position include, but are not limited to the following:

- Performs public services as needed, including greeting and assisting patrons, explaining services and library policies to the public, facilitating requests for books and other materials, and answering the phone.
- Provide reference assistance in person, by telephone, and by mail.
- Answers reference questions within the limits of available resources; refers questions to the Information Services Supervisor or through established protocols if the information is not available in the library's collection.
- Maintains awareness of new reference materials and materials for patrons of all ages.
- Guides and instructs individuals and groups-including children, young people, their families, and caregivers-in using the circulating and reference collections.
- Performs reader's advisory services and other public services as needed for patrons of all ages.
- Provides technical support for devices, software programs and internet applications, including but not limited to step-by-step use of eReaders and downloadable digital resources.
- Serves as person in charge of the building on a rotating basis in the absence of a higher worksite authority.
- Assists in establishing and maintaining contacts with local community groups.
- Performs other duties as directed.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

### QUALIFICATIONS

#### Education

- Bachelor's degree

#### Experience

- Two (2) years of experience in public libraries

#### Knowledge, Abilities and Skills

- Knowledge of general library methods and procedures.
- Interest in books and other library materials and ability to become familiar with their contents.
- Knowledge of reference materials and ability to search and answer reference questions.

- Ability to learn classification systems and arrangements.
- Ability to meet the public and assist them in locating materials.
- Ability to establish and maintain working relationships with other employees and the public courteously and tactfully.

#### Special Equipment

Library computer system, personal computer including word processing and data base management software, calculator, copy and fax machines, telephone.

#### Special Requirements

None.

#### **COMPLEXITY**

Work requires many different processes and methods applied to an established professional or technical field.

#### **RESPONSIBILITY**

Supervision Needed: This position either (a) carries out work with minimal supervision (i.e., the supervisor sets only goals, priorities, and deadlines; and the employee uses guidelines that cover most situations), or (b) follows the supervisor's directions on methods and desired results but modifies methods to resolve unforeseen situations and problems.

Supervision Given: Moderate coordination of work with other individuals (Non-Supervisory).

Impact: Work affects a wide range of professional projects or administrative activities of the organization, influences internal or external operations, and impacts many people.

#### **REQUIRED PHYSICAL ABILITIES AND WORK CONDITIONS**

The physical demands and work conditions described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Hazards: While performing the duties of this job, this position:

Nonstrenuous - Occasionally Climbs a few steps, Balance, Bend/Stoop, Kneel, Crouch, Squat, Crawl, Reach above shoulder level, Sit, Stand, Walk, Finger/Enter data/keystroke, Feel, Talk, or Hear, and/or Exerts up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Surroundings: Low Risk - Exposure to inside environmental conditions where it is adequately lighted, ventilated and heated, and normal precautions must be observed.

**The above statements are intended to describe the general nature and level of work being performed by individuals employed in this job. They are not intended to be an exhaustive list of all duties and qualifications required of personnel in this job. The employer reserves its right to change the job description and establish, modify or eliminate job duties and responsibilities and jobs at its discretion with or without notice.**