

LIBRARY ASSOCIATE II Job Description: 3-14 hours per week

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

JOB OBJECTIVES: To perform technical and clerical duties in support of library operations and activities including staffing the circulation desk, providing assistance to patrons, explaining policies and procedures, providing general information on library services, ensuring safety and security of patrons, materials, and facility, and performing a variety of tasks relative to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED: Receive immediate supervision from the Library Director.

ESSENTIAL JOB FUNCTIONS: The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

1. Assist patrons at circulation desk in-person and via the telephone; verify eligibility and complete registration records, update registration information, check out and renew materials, collect fines and fees, explain and enforce policies and procedures, provide information about library services and operations, answer patron questions, problem solve issues.
2. Process returned materials; check in and sort materials returned to circulation desk, to outside book drops, and via courier deliveries, shelve returned materials according to library guidelines, handle materials returned with missing pieces or damage.
3. Operate a variety of types of library equipment; operate and troubleshoot equipment including telephone system, computers, printers, copier, self-check computers, and door counter, and assist patrons in use of library equipment.
4. Perform tasks related to day-to-day operations of the library: open and close library building, monitor patron use of equipment, materials, and facility. Respond to safety and security issues.
5. Shelf-read materials, organize and shift collections, repair and mend materials, withdraw discarded materials, display and promote materials.
6. Process incoming and outgoing hold requests; reconcile daily hold and unclaimed reports.
7. Perform general clerical work; answer incoming telephone calls, create a variety of documents, forms, and correspondence. Prepare and reconcile reports, maintain files and records.
8. Oversee opening and closing of library, assist with patron issues and complaints, troubleshoot facility and equipment problems, respond to emergency situations.
9. Perform duties in one or more of the following assigned areas:
 - A. Weed and mend library materials. Order library materials.
 - B. Coordinate interlibrary holds.
 - C. Rotate out new materials to regular collection.

D. Mend items.

11. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of: Operations, services, and activities of a public library; Principles and practices of circulating library materials; Customer service principles and techniques; Operation of office equipment including computers and supporting word processing and spreadsheet applications; Principles and practices of filing, record keeping, and data entry; English usage, spelling, grammar, and punctuation.

Ability to: Perform library circulation and clerical tasks; correctly file items alphabetically and numerically. Complete work accurately with attention to detail; Display a professional manner that is welcoming and approachable; Respond courteously to requests and inquiries from the general public. Interact effectively with the public when delivering services and demonstrate initiative when problem solving issues; Make independent decisions based on common sense and good judgment; Operate and troubleshoot a variety of office equipment including computers and associated word processing applications, printers, copiers, etc.; Type at a speed necessary for successful job performance; Understand and carry out oral and written instructions; Communicate clearly and concisely, both orally and in writing; Establish and maintain effective relationships with those contacted in the course of work; Display teamwork and cooperation with co-workers and supervisors.

Education: Equivalent to the completion of the twelfth grade or high school diploma.

Experience: Customer service and/or library experience preferred.

PHYSICAL DEMANDS AND WORKING CONDITIONS: The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Library environment, exposure to computer screens, extensive public contact.

Mobility: Mobility sufficient to work in a library setting and operate office equipment; requires the ability to bend, reach, kneel, and stoop for extended periods of time and to lift up to 40 pounds.

Vision: Vision sufficient to read small print on computer screens, printed documents, and shelves that are above and below eye level.