



JOB TITLE		DEPARTMENT	JOB LEVEL
Library Associate		Information Services	6
CLASSIFICATION	REPORTS TO	SUPERVISES	
Part-time Non-exempt	Director of Information & Digital Services and Information Services Manager	n/a	

POSITION SUMMARY

Under the direction of the Information Services Manager and Director of Information & Digital Services, assists customers with material requests, provides education on library services, maintains order at the Information Desk, provides excellent customer service, accepts passport applications, and cascades questions to a librarian when appropriate.

ESSENTIAL RESPONSIBILITIES

- Provides exceptional customer service when locating materials, answering questions and providing information, reserving study rooms, and referring appropriate queries to a librarian.
- Assists customers with technology including basic computer use, copy machines, printers, scanner, fax machine, and microfilm readers.
- Serves as Passport Acceptance Agent; adheres to procedures and practices as outlined by the U.S. Department of State.
- Markets library services and materials to increase awareness and use.
- Assists in maintaining the condition of the Information Desk area by ensuring order and general pick-up as needed.
- May assist with Information Desk opening and closing procedures as required.
- Contributes to team effort in completing daily tasks.
- Assists in maintaining a safe and secure library environment, following procedures to report injuries and potential hazards.
- Exercises sound judgment in interpreting established library policies and procedures when dealing with customers.
- Attends and participates in scheduled meetings and training sessions as required.
- Completes long and short-term projects as assigned.
- Other library related duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Professional appearance, positive attitude, and pleasant demeanor.
- Basic public desk and telephone etiquette.
- Must possess effective written and oral communication skills.
- Pleasant and courteous manner in dealing with the staff and public and represents the library in a professional manner. Must be tactful and respect confidentiality of library customers and staff.

- Actively looks for ways to engage patrons and provide customer service.
- Ability to exercise sound judgment in interpreting established policies and procedures when dealing with customers.
- Must have basic computer knowledge and the ability to learn, adapt, and impart hardware/software changes.
- Ability to read and interpret databases, websites, and internet search results.
- Ability to assess situations/problems and logically find solutions.
- Ability to effectively resolve complaints and deal with challenging customers.
- Ability to prioritize work tasks and manage time effectively.
- Ability to function effectively independently, as well as part of a team.
- Ability to work a variable schedule including mornings, afternoons, evenings and weekends.
- Ability to work a flexible schedule and adapt to changing job requirements.
- Adapts well to changes in existing practices, library routines, and workflows and suggestions for improvements.
- Understands and practices ALA's Code of Ethics.

EDUCATION/EXPERIENCE QUALIFICATIONS

Bachelor's degree or Library Technical Assistant certificate from an ALA-APA-accredited school.

TOOLS/EQUIPMENT

Use of the following equipment: computer and all related equipment, copy machine, barcode reader, printers, scanners, fax machine, telephone system, microfilm reader, VHS/VHS-C/Hi-8/8mm converter, slide/negative scanner, ebook readers, tablets, smartphones, and other general office equipment in the completion of the tasks of the position.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to hear, comprehend and respond to others, both in person and in telephone conversations.
- Must have visual ability to see computer screen, computer keyboards, barcodes, call numbers, and labels.
- Must be able to manipulate computer and keyboards, laptops, calculator.
- Must be able to type with great accuracy and attention to detail.
- Must be able to perform repetitive hand motions for extended periods of time.
- Must be able to lift and carry items weighing up to 40 pounds.
- Must be able to reach a height of greater than 60 inches
- Must be able to sit or stand for extended periods of time during work period.
- Must be able to walk distances of more than 300 feet within the building.
- Must be able to bend and stoop to reach lower shelves.
- Must be able to work a variable schedule, which may include day, evening, and weekend hours and meet general attendance requirements.

**The scope of the job may change as necessitated by the library's operational demands*