



| JOB TITLE | | DEPARTMENT | JOB LEVEL |
|-------------------------|--|----------------------|------------|
| Library Associate | | Information Services | 6 |
| CLASSIFICATION | REPORTS TO | | SUPERVISES |
| Part-time Non-exempt | Information Services Manager and Director of Information & Digital Services | | 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 and equipment, 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 cleaning 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 interacting 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 interacting 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 work 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 equivalent combination of education and relevant experience.
- Previous customer service experience preferred.

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.
- Must meet the eligibility requirements to become a U.S. Passport Acceptance Agent:
 - U.S. citizen or a U.S. non-citizen national
 - 18 years of age or older
 - No record of either: (i) a federal or state felony conviction; or (ii) a misdemeanor conviction for crimes involving moral turpitude or breach of trust, including but not limited to embezzlement, identity theft, misappropriation, document fraud, drug offenses, or dishonesty in carrying out a responsibility involving public trust.

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