



JOB DESCRIPTION

TITLE: Branch Library Associate
REPORTS TO: Branch Manager

DEPT: Branches
CLASSIFICATION: Non-Exempt

Objective:

As a team member of the Member Services Department, provides excellent customer service to library visitors at a branch library, assisting with checkout and library accounts. Also responsible for check-in, shelving, and general maintenance of branch library materials.

Duties:

1. Delivers reliable and accurate reference and readers advisory assistance to members in person, on the telephone, or electronically. Instructs and assists members in the use of Library resources and technology, primarily printing, databases, and other library equipment.
2. Responsible for opening and closing the branch.
3. Often may organize tasks and set priorities for daily work without a supervisor present.
4. Performs check-in, checkout, sorting, shelving, shifting, straightening, shelf reading, and resolving member account issues.
5. Works directly with the Member Services managers to ensure a high level of member care. Seeks ways to incorporate process improvements.
6. Provides collection maintenance support as directed by selectors through assisting with weeding, processing repairs and damaged items, and creating displays.
7. Hosts staff-led programs, paid programs, special events, and outreach events. Collaborates with other library branches on shared projects and events.
8. May be assigned to work at other library locations.
9. Participates in continuing education through library provided training, reading, and workshops. Shares information learned.
10. Understands and enforces Library policies and procedures while safeguarding confidential and restricted information. Effectively conveys Library policies and procedures to the public and staff.
11. Participates in library meetings and serves on library committees as assigned.
12. Performs other duties as assigned.

Minimum Qualifications:

Education:

Two years of college level coursework, Associates Degree, LTA certificate, or equivalent.

Experience:

- One year of related experience in a comparable business, organization, or library.
- Fluency in written and spoken Spanish or other language commonly spoken in the district preferred.

Knowledge, Skills, & Abilities:

- Ability to manage multiple tasks with efficiency, skill, accuracy and appropriate speed
- Ability to work collaboratively as a member of a team with colleagues and managers
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to empathize and relate to others' needs
- Ability to provide excellent customer service at all times with members and staff
- Proficiency in the use of email, the internet, and computer technology
- Attention to detail
- Ability to use good judgment following procedures in support of library policies
- Ability to remain calm under pressure
- Ability to exercise initiative and to make appropriate independent decisions
- Ability to troubleshoot minor problems with computers and peripherals
- Knowledge of Microsoft Windows and 365
- Demonstrates ease and comfort with emerging technologies
- Ability to alphabetize correctly and to understand numerical arrangement utilizing decimals in order to comprehend, put in correct order, and retrieve materials from shelves
- Experience with integrated library systems (Polaris preferred)
- Ability to successfully search library catalogs and research databases

Supervisory Responsibility:

Position may include supervision of volunteer.

Physical Requirements:

- speaking, hearing, vision, and manual dexterity sufficient to adequately perform the job
- ability to push/pull up to 100 pounds and lift or move up to 25 pounds frequently
- prolonged sitting and repetitive keyboard use

Working Conditions:

- Work is performed in a typical library environment.
- Must have valid driver's license and proof of auto insurance or have the ability to arrange own transportation between Main library, branches, and other locations as needed.

- Must be able to work a flexible schedule, including evenings and weekends.
- Frequently performs work on their own without co-workers present.