



JOB DESCRIPTION

TITLE: Library Associate I

DEPT: Adult or Youth & Teen Services

REPORTS TO: Adult or Youth & Teen Manager

CLASSIFICATION: Non-Exempt

Objective:

Delivers excellent front-line customer service to library visitors by providing reference assistance, readers' advisory, and technology as member of the Adult Services or Youth and Teen Services department.

Duties:

1. Provides positive front-line interactions with members using library resources. Delivers reliable and accurate reference and readers advisory assistance to members in person, on the telephone, or electronically.
2. Instructs and assists members in the use of library resources and technology.
3. Participates in department and library meetings and serves on library committees as appropriate.
4. Effectively conveys library policies and procedures to the public.
5. Participates in continuing education through library provided training, reading, conferences, and workshops. Shares information learned.
6. Performs other duties as assigned.

Minimum Qualifications:

Education:

High school diploma or equivalent required.

Experience:

- 6 months of customer service experience required (library or similar business preferred)
- Fluency in written and spoken Spanish or other language commonly spoken in the district is 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, peripherals, and devices
- Knowledge of Microsoft Windows and 365
- Demonstrates ease and comfort with emerging technologies
- Experience with or ability to learn integrated library systems (Polaris preferred)
- Ability to successfully search library catalogs and research databases

Supervisory Responsibility:

None.

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 occasionally
- 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.