

# PALATINE PUBLIC LIBRARY DISTRICT

## JOB DESCRIPTION

**TITLE:** Library Associate I

**DEPT.:** General Services

**REPORTS TO:** Information Services/Popular Materials  
Manager or Assistant Manager

**CLASSIFICATION:** Non-Exempt

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### Objective:

Perform responsibilities at public service desks and coordinate and oversee areas of specialization in individual departments, in accordance with the policies and procedures of the Library District.

### Duties:

1. Provide reference and readers advisory assistance to patrons in person, on the telephone, or electronically (via chat or e-mail) using print and digital resources.
2. Instruct and assist patrons in the use of the library catalog, self-checkout stations, databases, Internet, e-readers, tablets and smartphones.
3. Develop and maintain displays.
4. Shift collection, as necessary.
5. Perform special projects as assigned.
6. May have outside community contacts as assigned.
7. Create reports as needed.
8. Effectively convey library policies and procedures to the public and staff.

Performs other miscellaneous duties as assigned that may include working at other library locations as necessary.

### Minimum Qualifications:

#### Education:

Requires expertise typically acquired through completion of 2 years of college level coursework, Associates Degree, LTA certificate or equivalent.

#### Experience:

Minimum of 1 year related experience in a library required.

#### Skills:

#### *Office & Library*

- Ability to work with efficiency, skill, accuracy and appropriate speed
- Knowledge of and ability to carry out policies and procedures

- Ability to read library material labels in order to comprehend and put in correct order
- Ability to alphabetize correctly and to understand numerical arrangement utilizing the decimal point (Dewey Decimal Classification)
- Ability to accurately retrieve information and materials from shelves

#### *Communication*

- Ability to work collaboratively as a member of a team
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to read information from computer monitors
- Ability to adapt communication style
- Ability to communicate skillfully, accurately and pleasantly in person, on the telephone, via email, and online

#### *Customer Service*

- Ability to use good judgment following procedures in support of library policies
- Ability to empathize and relate to patron needs, exploring beyond the initial question to determine the actual information desired
- Ability to work effectively and courteously with the public and staff
- Ability to work efficiently and calmly during busy periods and with frequent interruptions
- Ability to handle emergency situations in a calm, capable manner
- Ability to provide excellent customer service at all times

#### *Organizational*

- Ability to handle multiple tasks and efficiently organize work
- Ability to exercise initiative and to make appropriate independent decisions
- Ability to work in a supportive manner with colleagues and managers
- Ability to consistently complete and follow-up on departmental jobs
- Knowledge of library policies and procedures
- Knowledge of materials/services available at the Library
- Knowledge of physical organization of the building and functions of the various departments within the Library

#### *Technology*

- Ability to type and enter data into computer accurately
- Proficiency in the use of personal computing technologies, including: desktops, laptops, tablets, current operating systems, and Internet applications required
- Knowledge of Windows platforms and Windows Office Suite (Word, Excel, PowerPoint, Outlook, Publisher and Internet Explorer)
- Knowledge about and/or experience communicating via social media channels
- Fluency in successfully searching library catalogs and research databases

- Experience with integrated library systems (Innovative Sierra or Polaris preferred)
- Ability to troubleshoot minor problems with computers and peripherals
- Demonstrates ease and comfort with emerging technologies

**Supervisory Responsibility:**

None.

**Contacts:**

*Internal:*

Library staff and management

*External:*

Patrons

**Physical Requirements:**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the functions of this job.

Physical requirements include: speaking, hearing, vision, and keyboarding ability sufficient to adequately perform the job, ability to push/pull up to 50 pounds and lift and carry up to 20 pounds occasionally.

**Working Conditions:**

Work is performed in a typical library environment. Full or part-time position. Will require some weekend and evening work.