

Library Associate

JOB TITLE: Library Associate
FLSA STATUS: Non-exempt
GRADE: 36
DEPARTMENT: Public Services
APPROVED DATE:
REVISED DATE: 3/2021, 02/2022

Job Summary

The Library Associate performs skilled paraprofessional library support services at one or more community libraries or Library on Wheels to contribute to the Library District's effective operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Provide general, basic reference and information service by: assisting customers in the use of library facilities, equipment, resources, and services. Refer complex readers' advisory and reference questions to a Librarian or appropriate staff member.
2. Provide courteous and efficient customer service by performing circulation desk tasks.
3. Create and present programming for all customer groups as assigned.

4. Develop program materials, including reading lists, promotional displays, and presentation materials.
5. Provide training to customers in basic library skills including the use of public computers, catalog and reference computers, Internet, and devices.
6. Assist customers in resolving technical problems or issues. Maintain and troubleshoot equipment utilized in a community library.
7. Perform collection maintenance activities through the use of reports and data, to include weeding the collection for condition as well as reallocation of library materials.
8. Perform other library support services including opening and closing buildings and assisting in maintaining the library in neat, clean, and orderly condition.
9. May be designated in charge of the community library in the absence of other supervisory staff or building manager.
10. Travel from one work site to another as staffing needs require.

Additional Duties and Responsibilities

1. Make presentations to the public as assigned.
2. Prepare correspondences and reports.
3. Train new staff as needed.
4. Attend meetings, trainings, and workshops as assigned.
5. Assist with special projects as required.
6. Participate on committees or teams as assigned.
7. May serve as the volunteer coordinator of a community library.
8. Perform other duties as assigned.

Supervision

Positions of the class typically report to a Library Manager, Assistant Library Manager, or Library Circulation Supervisor. Although direct supervision is not a normal part of the position's work, incumbents may be designated as lead people to provide work direction to coworkers or volunteers.

Knowledge, Skills, and Abilities

1. Thorough knowledge of established web-based databases and techniques of searching and accessing those resources.
2. Thorough knowledge of established practices and procedures for an integrated library system (ILS).
3. Thorough knowledge of library policies and procedures for determining needs and interests of customers.
4. Knowledge of collection development policies and procedures.
5. Knowledge of library resources, programs, and services.
6. Knowledge of alpha and numeric systems for arranging library materials as well as automated bibliographic identification at a basic level.
7. Strong customer service skills.
8. Strong organization and attention to detail.
9. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
10. Ability to communicate effectively with diverse audiences.
11. Ability to handle and resolve disruptive behavior effectively.
12. Ability to work independently and to set priorities.
13. Ability to work cooperatively and maintain effective interpersonal relationships with the public and co-workers.
14. Ability to operate relevant computer systems including hardware and software, such as Microsoft Word and Excel, electronic databases, email, and internet navigation in addition to other office equipment and security systems.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. College-level education or specialized training such as library science, presenting programs, or other profession-based subject areas.
2. Two years of experience providing direct customer service.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent must identify and organize library materials such as books, audiobooks, and DVDs based on small-print numbers and alphabetical characters; scan and inspect library materials including opening media cases. Incumbents may frequently move objects or materials weighing up to 35 pounds, including transfer of books and other materials to carts or shelves of varying heights. Incumbents may be required to move carts of books and other materials about the building for extended periods of time. Incumbents are required to operate computers and may frequently remain stationary at one workstation for extended periods of time.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

Incumbents may travel to various sites in all kinds of weather and traffic conditions. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.