

## **LIBRARY ASSOCIATE II**

**Classification:** Grade 4

### **General Job Description:**

Provides reference and reader's advisory and performs a wide range of programming, including preparation and presentation of library programs or specialized services. Functions with a high level of responsibility, autonomy and judgment.

**Work Schedule:** Full or part time, including evenings and weekends.

### **Duties:**

- Provides general information about the library, its collection, programs and services.
- Performs basic author/title searches and provides reader's advisory assistance to patrons in person, over the phone, via chat or email.
- Assists library patrons in the use of public copiers, computers, and the online catalog.
- Uses good judgment in referring patrons to librarians when needed.
- Retrieves materials from shelves during reference or reader's advisory.
- Assists with the reproduction of bibliographies, bookmarks, and other reader's advisory tools.
- Assists with decorations and library displays and maintains the tidiness of the department, cleaning up after patrons regularly.
- Retrieves, shelf-reads, and shelves materials.
- Provides clerical support to librarians and associates for programming and collection development.
- Works at least 75% of weekly scheduled hours in direct service to patrons.
- Performs miscellaneous duties as needed.
- Other duties may include:
  - Coordinating, planning and implementing original and outside programs or classes.
  - Collection management duties under the supervision of the Department Manager.
  - Assists in outreach efforts.
  - Assists the librarians in charge of special services with their specific projects.
  - Represents the library at social events in the community.

### **Organizational Relationships:**

- Reports directly to the Department Manager.
- Works in cooperation with other staff members on various group projects.

**Qualifications:**

- High School Diploma plus a post-secondary degree in a related field.
- Customer service experience in a library or bookstore preferred.
- Demonstrates specific ability and knowledge that fits the department and area for which they are being hired.
- Demonstrated knowledge of literature and popular materials.
- Personal computer fluency in Microsoft Office or comparable software.
- Demonstrated proficiency in searching the Internet and using apps and mobile devices.
- Personable and approachable, with good professional image and attitude, and enthusiasm for working with the public.
- Valid driver's license.

**Physical Requirements:**

- Manual: enough to operate computer keyboard and mouse.
- Mobile: enough to navigate library spaces to escort patrons into the stacks and/or to retrieve materials from another area of the library in a timely manner. This may include reaching above the shoulder and using a step stool for assistance in reaching high shelves as well as kneeling or squatting to reach materials at a low level.
- Visual: able to detect color coding, read documents and a computer screen.
- Communication: Fluent in English, both written and oral. Able to speak and be heard and hear the speech of co-workers and patrons in person and over the phone. Able to be heard by a larger group of people without the aid of a microphone.