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| **Grade B** | **Library Associate** | | **Job Description** |
| **Direct Report** | Head of Collection Services | Salary | $23.47-24.48 per hour |
| **Department** | Library | FLSA | Non-Exempt |
| **Division** | Collection Services | Bargaining Unit | Non- Union |
| **Hours/Benefits** | 20 hours weekly | Location | Library |

# Summary

Provides high quality, inclusive, and equitable library services and customer assistance to library users at the public service desks. Responsible for circulation of materials, facilitating patron access, maintaining patron confidentiality, building positive patron rapport, and creating welcoming environment for visitors of all ages, abilities, and identities.

# Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Staffs the Borrower Services desk
2. Answers questions and assists patrons in the use of library resources.
3. Searches the catalog and places holds for materials from other libraries.
4. Responsible for circulation of materials and other activities of the Borrower Services Desk, including checkouts, renewals, returns, and holds.
5. Maintains a high level of proficiency in Evergreen, the Integrated Library System (ILS).
6. Handles patrons’ questions and complaints regarding library policies and procedures in a courteous and patient manner, directing them to the appropriate supervisor as necessary.
7. Resolves problems relating to missing, damaged, or overdue items, or discrepancies in patron records.
8. Serves as backup to Research and Readers Services in assisting patrons with the use of copy machines, printers, scanners, and other library equipment.
9. Communicates frequently with public, other library employees, staff of other libraries, and occasionally with vendors.
10. Staffs the Ground Floor Desk and is responsible for answering questions and assisting patrons in use of library resources; referring patrons to other divisions or service desks; and providing information on library policies and events.
11. Answers the telephone, routes calls to the appropriate division, and takes messages when necessary.
12. Reserves meeting rooms for outside organizations and individuals, takes room rental payments, and provides basic technical instruction on use of the meeting rooms.
13. Reserves museum passes.
14. Registers patrons, inputs data into the ILS and maintains confidential information.
15. Collects payment for lost materials and clears delinquency status from patron records.
16. Keeps current with library and network policies and procedures and all aspects of division programming and operations.
17. Cooperates as a team member in performing any duty necessary to provide library services.

# Peripheral Duties

1. Serves on employee committees as requested.
2. May attend NOBLE meetings related to circulation policies and procedures.
3. May represent the library on NOBLE, town, regional or statewide committees as assigned by Division Head.

# Supervisory Responsibility

None

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| **Competencies** |  |  |
| Personal Effectiveness | Credibility / Confidentiality | Thoroughness / Attention to Detail |
| Collaborative Skills | Communication Proficiency | Problem Solving |
| Technical Knowledge | Discernment/Judgment |  |

# Work Environment

Work is performed in an office environment. The noise level is usually moderately quiet.

# Physical Demands

While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear. The employee may be required to stand for up to four consecutive hours. The position requires the application of manual dexterity in combination with eye-hand coordination for keyboard input and the operation of equipment. The employee is frequently required to use hands to finger, handle, feel or operate objects, tools, or controls, and reach with arms and hands. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

# Work Hours

This is a part-time that averages 20 hours per week and is eligible for benefits. The schedule is for 5 day -5 day -4 day per week rotation. Expected hours are Mondays 1p-5p, Tuesday 8:45a-12:45p, Wednesday 5p-9p, and Thursday & Friday (half day) or Saturday (full day) rotation. This position is also eligible to work Sundays at 1.5 OT rates. Please see the Town of Reading Personnel Policy for part-time PTO and health benefits.

# Minimum Qualifications

1. Graduation from an accredited college or university with a Bachelor’s Degree in any field, or equivalent;
2. Two (2) years of work experience with library automation and organization; or
3. Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.

# Special Requirements

None.

# Additional Knowledge, Skills and Abilities

1. Ability to maintain confidential information;
2. Working knowledge of methods of organizing library materials;
3. Proficiency in the operation of computers and assigned software, including Microsoft Office, Evergreen (ILS), information retrieval and database management software, and the Internet;
4. Knowledge of business English, spelling, arithmetic, and general office procedures;
5. Ability to perform tasks that require constant attention to detail and accuracy;
6. Ability to communicate effectively verbally and in writing;
7. Ability to establish and maintain effective working relationships with coworkers, supervisors, other departments, other agencies, and the public;
8. Proficiency in the operation of basic office equipment including fax, copiers and printers;
9. Errors could result in financial loss or delay, or loss of service.

# Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice as needed by the Town of Reading within the scope of departmental needs.