

Adult Services Library Associate Job Description

GRADE

Grade 6, _____, benefits _____

SUMMARY

Under the direction of the Head of Adult Services, the Adult Services Library Associate – Full-Time provides direct service to library customers. Work involves all functions of the Adult Services desk including use of the Integrated Library System (ILS), print and online resources and microfilm readers and printers. Works to promote the library and its services

NATURE OF WORK

(these are intended only as illustrative of the various types of work performed. The omission of specific duties doesn't exclude them from the position if the work is similar, related, or a logical assignment of the position)

Commits to excellence in customer service to a diverse library population

Answers customer inquiries and requests for information in a timely and professional manner

Assists customers with accessing, locating and requesting materials

Trains and assists customers with using print and non-print resources including:

- ILS
- Online databases and indexes
- Downloadable eBooks, audio books, magazines, music
- Internet computers
- PC management system
- Reference materials
- Circulating materials

Answers customer questions in person, via telephone, online chat, email, text and letter

Assists customers with using microfilm and microfilm reader/printers

Assists customers with using all available office equipment including photocopies, scanners and fax machines

Troubleshoots computers as needed

Works cooperatively with all other library departments and colleagues

Commits to ongoing professional growth and development

Performs special job related duties and projects

Commits to state mandated Library Associate Training

Is available to work days, evenings, and weekends

*WASHINGTON COUNTY FREE LIBRARY
HAGERSTOWN, MARYLAND*

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of professional library principles, procedures, materials and practices
General knowledge of reader interest levels; good knowledge of books and authors
Ability to evaluate library programs and services
Ability to design and implement new systems, services or improvements
Ability to supervise the work of clerical subordinates
Ability to establish and maintain effective working relationships with other employees and library customers
Ability to plan and supervise a specialized library service

EDUCATION AND EXPERIENCE

Bachelor's degree
Must be able to complete Library Associate Training Program sponsored by the Division of Library Development and Services within the first two years of employment

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone, computer and personal contact as normally defined by the ability to see, read, speak, hear, handle or feel objects and controls.

Physical capability to effectively use and operate various items of office related equipment such as, but not limited to a personal computer, printer, copier and fax machine, etc.

Some standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, handling, pushing and pulling. Ability to lift 60 lbs.

SPECIAL REQUIREMENTS

Possession of a valid driver's license

Exempt

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential tasks
