

## **LIBRARY LIBRARY ASSOCIATE**

### **DEFINITION**

Position is responsible for performing various tasks, including processing interlibrary loans, ordering, cataloguing, circulating and maintaining library materials, and answering reference and technology questions.

### **ESSENTIAL FUNCTIONS**

*The essential functions or duties listed below are that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar intended only as illustrations of the various type of work, related, or a logical assignment to the position.*

- Greets library patrons in friendly manner and helps them find materials.
- Staffs the desk and answers phones.
- Handles cataloguing.
- Processes interlibrary loans with libraries throughout the United States.
- Answers patrons' reference, technology and general questions.
- Orders and shelves materials.
- Performs similar or related work as required.

### **SUPERVISION RECEIVED**

Under general supervision. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee refers unusual situations to the supervisor for advice and further instructions.

### **ACCOUNTABILITY**

The nature of work means that errors are usually detected. Consequences of errors, missed deadlines or poor judgment may result in minor confusion, involving minimal time and expense for correction, such as bookkeeping, data entry or failure to follow established procedures.

### **JUDGMENT**

The work involves numerous standardized practices, procedures, or general instructions that govern the work and in some cases may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

### **COMPLEXITY**

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

## **NATURE AND PURPOSE OF CONTACTS**

Relationships are primarily with co-workers, vendors and the public, involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

## **EDUCATION AND EXPERIENCE**

Associate degree in library science or related degree and from six months to one year's experience working in a library setting, or any equivalent combination of education or experience, required.

## **KNOWLEDGE, ABILITY, AND SKILLS**

Knowledge: Knowledge of library procedures; knowledge of circulation software.

Abilities: Ability to pay attention to details; ability to multi-task.

Skills: Customer service skills; technology skills.

## **WORK ENVIRONMENT**

The work is performed in an office environment.

## **PHYSICAL, MOTOR, AND VISUAL SKILLS**

### **Physical Skills**

The work involves sitting, standing, walking and stooping. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

### **Motor Skills**

Duties involve largely mental rather than physical skills, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

### **Visual Skills**

Visual demands require routinely reading documents for general understanding and analytical purposes and viewing a computer monitor.