

**Job Title:** Library Associate (Public Service)      **FLSA Status:**     Exempt     Non-Exempt  
**Job Level:** Library Associate      **Salary Grade:** 4

## Connecting our community to discover, inspire, and grow!

**Job Overview** *Summarize the primary purpose of the job.*

Under the general supervision of the Manager and/or assigned Coordinator, with expectation of some independent judgement, contributes to the general operations of the Public Service Team. Provides direct services to the public through reference and reader's advisory service to adults, young adults, and/or children of all ages. Assists with age-specific programming and/or outreach activities in assigned area(s). Contributes to creating a positive environment and enthusiasm about the Library.

**Essential Functions** *List up to six essential responsibilities of the job, indicating the largest percent of time first, and the approximate percentage of time spent on each over the course of a year, totaling 100%.*

1. Provides complex reference and/or readers advisory service on a regularly scheduled basis; participates in the service schedule including service desk, specialist call support, and roaming service; uses and instructs patrons on computers, emerging technologies, print and electronic resources, and social media platforms. Develops bibliographies, pathfinders, and research aids as needed.	50 %
2. Assists with developing and implementing library services, age-specific programming, and outreach activities as assigned. Gathers, analyzes, and interprets library metrics related to services and programs to gauge efficiency and effectiveness of resources and service provisions; prepares reports and statistics for management review.	35 %
3. Interprets library policies and operations for the public; responds to patron questions, comments, and complaints and refers unresolved problems to proper level of authority as needed; recommends policies and procedures for consistently growing and improving library services. Contributes to creating a positive environment and enthusiasm about the Library.	5 %
4. Embraces "Service at the level of WOW!" philosophy. Promotes the library by the practice of good public relations; works and communicates effectively with the public and other staff members.	5 %
5. Completes other duties; collaborates with colleagues within and across departments in providing information planning services, and developing resources for library patrons; serves as a member of cross-departmental teams as assigned; and participates in continuing education activities that are pertinent to the position.	5 %
<b>Total Must Sum to</b>	<b>100%</b>

**Autonomy** *Select the level which best describes the level of independence the job has in conducting work.*

- Work is monitored by supervisor; follows standard and/or detailed processes and procedures.
- Results are defined; independently determines how to accomplish tasks; supervisor provides guidance and is available to resolve problems.
- Provides input on the results to be achieved; sets goals and determines how to accomplish results with few or no guidelines to follow; supervisor provides overall direction.
- Defines guidelines and results to be achieved; provides overall direction for the Library. Completes work independently with full discretion.

**Budgetary Responsibility** *Select the level which best describes the job's typical fiscal authority.*

- Has no financial or budgetary authority.
- Requests approval for financial actions.
- Accountable for financial decisions within area. Provides input to the budgeting process.
- Accountable for financial decisions that impact the Library as a whole. Actively engaged in the budgeting process.

**Supervisory Responsibility** *Select the level which best describes the job's typical responsibilities in managing people and provide the number of people.*

- Not responsible for supervising others.
- Guides or directs work of    employees who perform essentially the same or lower level work.
- Full supervision of    non-supervisory employees.
- Full management of    primarily other managers/supervisors or professionals.

**Education** *Select the highest level of education required and preferred for the job.*

Required	Preferred
<input type="radio"/> High School Diploma or GED	<input type="radio"/> High School Diploma or GED
<input checked="" type="radio"/> Associate's Degree:	<input type="radio"/> Associate's Degree:
<input type="radio"/> Bachelor's Degree:	<input checked="" type="radio"/> Bachelor's Degree:
<input type="radio"/> Master's Degree:	<input type="radio"/> Master's Degree:

**Work Experience** *Provide the experience required and preferred to perform the job responsibilities.*

**Required:** 2 years or more of related experience  
**Preferred:** 2 years or more of library experience

**Specialized Training** *List specialized training or skills required to perform the job responsibilities.*

- Maintains current knowledge of library trends, materials, practices, techniques and technology; exhibits a willingness to learn other applications as needed
  - Strong communication and interpersonal skills
  - Ability to set priorities, make independent judgements, and follow through on tasks to completion
- Check here if a Driver's License and proper vehicle insurance is required for this job.

**Work Environment** *Select the typical physical demands required to effectively handle the job responsibilities.*

- Library environment/no specific unusual physical demands.
- Specific physical requirements. **If checked, see addendum on next page.**

**This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all responsibilities and qualifications required of the job.**

**Incumbents may be required to work nights and/or weekends and travel to external events as part of the job's responsibilities.**

**Date Created:** 9/23/2019

**Date Updated:** Click or tap to enter a date.