

MIDPOINTE LIBRARY SYSTEM
LIBRARY ASSOCIATE – Public Services

Status: Full-time/Part-time

FLSA: Non-exempt

Pay Level: 1

PURPOSE

Under supervision, provides friendly, helpful customer service by interacting directly and indirectly with library users performing paraprofessional library duties.

ESSENTIAL RESPONSIBILITIES

1. Provide excellent customer service to enhance the user experience while demonstrating a professional, courteous, and respectful attitude towards all external and internal customers.
2. Answer information and reference questions in person or by telephone using print and/or electronic resources utilizing the reference interview for adults, young adults, and children.
3. Greet patrons, assist them with the selection and locating of library materials, give reading recommendations and other general information.
4. Desk responsibilities such as answering the telephone; basic computer and printer troubleshooting; curbside services; accept US passport applications and give instruction on how to use the automated library system, check-out machines, databases, copier, the Internet, and other library equipment.
5. Use a cash register or credit card machine to collect fines and fees, and close out and balance the register.
6. Problem-solve customer records, fines, overdues and holds in a courteous and business-like manner.
7. Use the automated library system to perform duties such as looking up materials, processing holds and reserves, and updating the customer record.
8. At branch with AMH, use the automated materials handling conveyor belt system (AMH) to check items in; troubleshoot equipment, rejected items, and jams; clear bins placing items on appropriate carts for shelving; and other duties related to the AMH.
9. Know and implement library policies and procedures.
10. Resolve customer complaints in an effective, pleasant and timely manner.
11. Maintain confidentiality of all customer transactions and records.
12. Perform assigned off-desk responsibilities such as sanitize public computer keyboards, ILL, discard, or look for materials according to established guidelines.
13. Must have instructing skills to assist all age groups as necessary.
14. Open and closing duties on an as needed basis.
15. Person-in-charge duties on an as needed basis.
16. Check in, sort, shelve, pull holds, use lists to pull materials, shelf read, and straighten materials as necessary.
17. Assist with gathering statistical information.
18. Maintain neatness of public areas and staff work areas.
19. Work with other branches and departments as necessary.
20. Attend staff meetings and appropriate workshops, seminars and conferences.
21. Regular and predictable physical attendance as required.
22. Other duties as requested or assigned.

QUALIFICATIONS

1. High school diploma or equivalent. College degree desired.
2. Must be a U.S. citizen for passport duties and pass the applicable passport testing.

3. Prior customer service experience that includes the desire and ability to serve and interact with a diverse public in a consistently tactful, friendly, courteous, and diplomatic manner is required.
4. Must have a positive attitude and a willingness to accept change, including learning new technology.
5. Must have a good knowledge of all genres of literature.
6. Must interact with customers from diverse backgrounds in a consistently friendly, courteous and tactful manner.
7. Must have the ability to maintain composure when responding to a variety of library problems and unpredictable circumstances.
8. The ability to adapt to change, accept uncertainty, prioritize, handle confidential information, manage frequent interruptions, work independently and work in teams is needed.
9. Must be able to effectively problem solve; make independent judgments in the absence of supervision; be adaptable; positively handle and adapt to change; and be organized, efficient, and creative.
10. Must be able to demonstrate excellent interpersonal skills, as well as possess the temperament and good judgment to effectively assist customers by phone and in-person who may be irate or unreasonable.
11. Must be proficient with computer software such as the library ILS, Microsoft Suite, library databases, Google Drive, e-reader tablets, and the Internet.
12. Must be able to learn and carry out the essential responsibilities of the assigned position.
13. Must be able to operate library equipment such as copiers, computers, printers, scanners, AMH, telephone, and fax.
14. Must be able to effectively speak, listen, read (including cursive), and understand English to discern verbal and written instructions and to communicate effectively with patrons and co-workers.
15. Must be able to perform basic math functions such as adding, dividing, and subtracting.
16. Must be able to learn and carry out the responsibilities of the assigned position.
17. Able to work days, evenings, and weekends.
18. Must have regular and predictable physical attendance as required.

PHYSICAL REQUIREMENTS

1. Must be able to move throughout the library.
2. Must have sufficient clarity of speech and hearing which permits satisfactory communication with others.
3. Must possess sufficient manual dexterity to operate library equipment and perform general typing and keyboard operation that will enable assurance of position requirements.
4. Must have sufficient visual acuity to distinguish, produce, and view a wide variety of materials in both print and electronic format as needed for the position.
5. Must be able to work in areas with odors including cleaners and disinfectants, and in areas that may contain dust or other possible allergens.
6. Must be able to lift, carry books and other materials, move loaded book crates that could weigh up to 75 pounds, and move loaded book carts that, when full, could weigh up to 200+ pounds.

NOTE: The above job description is not intended, nor should it be construed, to be an exhaustive list of all responsibilities, duties, skills, or efforts associated with the position. The MidPointe Library System will modify and/or delete content of the job description at any time.