

Auburn Public Library

Job Description

Job Title: Library Associate - Children's Department

Job Summary: This is a public service position providing routine direct public services and working with collections to maintain current collection. This position assists the public with borrowing materials, answering routine questions related to library services, providing popular materials reader's advisory services, and assisting in and conducting library programs. Position is under department head supervision.

This position maintains constant contact with customers who are members of the general public and internal customers. Work involved is well defined with clearly stated directions, guidelines or standards and is done under general supervision. Judgment is exercised on routine matters. Errors or incorrect decisions are easily detected with little impact on services. The Library Associate position is differentiated from the Library Technician because of the routine nature of work.

Classification: Non-exempt from overtime and/or compensatory time provisions of the Fair Labor Standards Act (FLSA)

Essential Duties

Performs lending functions:

- Checks items in/out, registers borrowers, places holds and collects fines
- Assists customers in using self-checkout equipment and procedures
- Operates various office machines, computer terminals and other equipment
- Assists in processing online requests

Provides information services:

- Answers general informational and directional questions
- Provides reader's advisory services
- Assists customers in using public access computers
- Refers customers requiring professional library assistance to appropriate staff member
- Retrieves library materials from stack areas

Shelves library materials and assists in collection maintenance:

- Sorts and shelves library materials according to library classification systems
- Assists in shifting collections in stack areas
- Assists in inventorying collections

Assists in programming:

- Assists in preparing for programs, events and activities
- Assists in conducting programs, events and activities
- Ability to relate well to both children and parents

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties as assigned. Specific duties and responsibilities may vary based upon departmental needs.

Employment Standards

Minimum Qualifications:

- High school diploma or GED equivalent
- Proven record of strong customer service experience
- Well read in recent popular books and genres

Qualification Enhancements:

- High school degree and thirty hours of recent job-related course work beyond the high school level
- 6 mos.- 1 year paid work experience in a library, public service or direct sales

Knowledge, Skills and Abilities:

- Knowledge of popular authors and books
- Knowledge of basic office procedures
- Skills in basic arithmetic skills
- Skill in the use of appropriate technology
- Ability to file and arrange using alpha-numeric systems
- Ability to perform duties with manual dexterity and eye-hand coordination
- Ability to follow through multiple assignments with immediate supervision
- Ability to refer customers to appropriate staff member for professional library
- Ability to consider new ideas, new concepts, and differing opinions
- Ability to function as a team staff member
- Ability to communicate clearly and concisely orally and in writing
- Ability to follow and carry out written and oral instruction
- Ability to adapt behavior or work methods in response to new information, changing conditions, or unexpected obstacles
- Ability to accept and deal with ambiguity
- Ability to acquire and apply new knowledge and skills
- Ability to demonstrate understanding, courtesy, tact, empathy, concern, enthusiasm, and politeness to others
- Ability to effectively deal with people who are difficult, hostile or distressed

- Ability to relate to people from varied backgrounds and situations, including differences in gender, mental capacity, culture, religion and sexual orientation
- Ability to assume a flexible schedule that includes working nights and weekends and the ability to routinely function alone in the department.
- Sufficient physical stamina and general and mental health to perform tasks as noted

Job Characteristics

Customer Relations and Accountability:

- Position maintains constant contact with customers who are members of the general public, children, teens, and staff members and volunteers. Work requires:
- Normal standard of courtesy and tact
- Understanding and communicating routine, work related information

Supervision Exercised and Received:

- Employee does not have responsibility for supervision or direction of paid employees.
- Work is performed under general supervision, but functions independently in routine work situations.
- Questionable cases and situations are referred to the immediate supervisor

Complexity:

- Employees' work is well defined with clearly stated directions, guidelines or standards.
- Judgment is exercised on routine matters and guidance is readily available.

Decision-Making Authority and Impact:

- Staff member has the authority to make routine or recurring decisions based on rules, standards and procedures.
- Errors or incorrect decisions affect employees' work and are easily detected with little impact.

Physical Activities

Physical effort requires:

- Full range of body motion to include standing, crouching, turning and twisting, walking, sitting, bending, stooping, squatting, reaching, climbing stairs and balancing
- Reaching with arms extended above the head
- Lifting items from below the knees and above the shoulders of 2 – 5 lbs.
- Pushing and pulling objects
- Manual dexterity and eye-hand coordination
- Corrected vision and hearing to normal ranges for daily activities of living
- Ability to reason and speak intelligibly
- Handling public contact in person and by telephone
- Lifting light materials or boxes of up to 30 pounds in non-strenuous positions

- Maintaining non-strenuous work positions and continual sitting or standing position for at least 60 percent of the time.

Work Environment:

Work setting involves:

- Everyday risks and discomforts that require normal safety precautions typical of such places as offices, meeting, libraries, residences or commercial vehicles, e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic laws and signals.
- Some occasional exposure to temperature extremes, some confined areas, and noise, dust, mold and other conditions common to a public library building environment.
- Contact with the general public, including an occasional disruptive customer.

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