



**Job Title:** Library Associate, Lending (limited part-time)  
**Reports to:** Lending Services Manager  
**Updated:** September 2024

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

### **Summary**

Performs customer assistance work and assists with the operations of the library. Performs all other related work as required.

### **Essential Functions**

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

### **Lending Associate:**

Performs lending functions in Lending Services, including but not limited to:

- Checks items in/out, renews library materials, registers borrowers, places holds, collects fines, and answers telephone inquiries.
- Assists customers in using self-checkout equipment and procedures.
- Operates office machines, computer terminals, and other equipment.
- Assists in processing online requests, including interlibrary loan requests; submits verified requests to the appropriate library or agency, and notifies customers of the arrival of materials.
- Maintains first-floor appearance, including updating displays, sorting and shelving library materials according to the Library of Congress classification system, shelf reading, and shifting collection to create space.
- Provides reader advisory information to customers when requested and assists in the selection of materials.
- Assists in inventorying collections, as necessary.

**Library Associate (all):**

- Performs other related duties as assigned, including coverage at the Reference Desk or Children's Department if needed.
- Maintains regular, predictable, and reliable attendance.
- Places emphasis on safety, efficiency, quality, and productivity.
- Follows all Library policies.
- This position is based in the library building.

**Minimum Qualifications (Training, Education, Experience)**

High School Diploma or equivalent, customer service experience desirable, some college preferred, or any equivalent combination of education and experience.

**Knowledge, Ability, and Skills**

- Knowledge of professional library functions, online services, and databases used in a library setting.
- Ability to interact positively and effectively with employees and the public and to work independently.
- Ability to execute oral and written instructions in a precise manner.
- Ability to operate a variety of office equipment and to understand and use office computers, software, hardware, and online services.
- Ability to manage multiple tasks in a prompt, efficient manner.
- Excellent oral communication and customer service skills.
- Proficient computer skills in the operations of Microsoft Word, Excel, email, internet, data entry, and report generation.

**Supervision**

*Received:* Works under the direction of the appropriate department manager.

*Exercised:* Employee does not have responsibility for supervision.

*Responsibility:* Performs varied and responsible duties requiring knowledge of departmental operations and the exercise of considerable judgment to independently complete assigned tasks and to analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures.

**Job Environment**

- Work is performed under typical office and library conditions; the noise level is moderate; and occasionally may be required to work outside of normal business hours.
- Operates computer, telephone, copier, calculator, and other standard office equipment.
- Has access to some department-related confidential information, including customer records.

- Has frequent contact with the public and library staff.
- Errors could result in a reduction in the level of library service and adverse public relations.

**Physical Requirements**

*(The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

This position frequently requires sitting, communicating, or hearing and walking; must be able to handle or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 25 pounds. Vision and hearing are at or corrected to normal ranges. This position requires the ability to operate a keyboard at an efficient speed.

**This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**

**Equal Opportunity/Americans with Disabilities Act Employer**