



AUBURN PUBLIC LIBRARY

Job Title: Library Associate
Reports to: Lending Manager (Lending) or Adult Services Manager (Reference)
Effective Date: February 2024

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

Summary

Performs customer assistance work and assists with 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, 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 various office machines, computer terminals and other equipment.
- Assists in processing online requests, including interlibrary loan requests; submits verified requests to appropriate library or agency and notifies patrons of 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.

Reference Associate

Performs information services, including but not limited to:

- Answers general informational and directional questions either in person, telephone, or email.



- Provides assistance in locating information via all reference techniques available at the library; assists patrons in the selection of materials; searches sources; provides referrals.
- Assists in preparing promotional or directional posters and signs.
- Assists customers in using public access computers, troubleshooting as necessary.
- Assists with the Teen Space.
- Refers customers requiring professional library assistance to appropriate staff member.
- Maintains second 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.
- Assists in inventorying collections, as necessary.

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, Skill

Knowledge: Knowledge of professional library functions, online services and databases used in a library setting.

Ability:

- Ability to interact in a positive and effective manner 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 computer, software, hardware, and online services. Ability to manage multiple tasks in a prompt, efficient manner.

Skill: Excellent oral communication and customer service skills. Proficient computer skills in the operations Microsoft Word, Excel, email, internet, data entry, and report generation.

Supervision

Received: Works under the direction of the appropriate departmental supervisor.

Exercised: None.

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; occasionally may be required to work outside of normal business hours.
- Operates computer, telephone, facsimile machine, 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 is frequently required to sit, communicate, or hear and walk; 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 at or correctable to normal ranges. This position requires the ability to operate a keyboard and calculator at efficient speed.

Equal Opportunity/Americans with Disabilities Act Employer