

Position Title:	LIBRARY ASSOCIATE
FLSA Status:	Non-Exempt
Reports to:	Public Services Manager or Assistant Manager of Public Services
Department:	Public Services
Specialization:	
Salary Range:	
Last Revision:	1/14

**PURPOSE OF WORK:**

Under general direction, the Library Associate aids patrons in locating library materials using resources in various formats and performs related duties.

**ESSENTIAL POSITION FUNCTIONS**

1. Provides outstanding customer service
2. Provides basic reference, readers, and viewers advisory services to the public through various means including in person, over the phone, and through web based communications
3. Supports librarians in developing and maintaining the collection, as directed
4. Pulls, processes, and packages materials for interlibrary loan, as assigned
5. Assists librarians with the development and implementation of innovative programs that encourage library use and enhance the image of the library in the community; independently develops and implements programs, as appropriate
6. Trains public on use of library technologies and library resources; provides instructional technology programming
7. Creates attractive and timely displays and merchandises library materials
8. Utilizes computer applications and library equipment, maintains current knowledge of organizational procedures, processes, policies and operations
9. Utilizes e-mail and voicemail to maintain open channels of communication
10. Performs additional duties as assigned including serving on task forces, committees, etc.
11. Provides desk coverage for all departments as needed
12. Demonstrates a positive attitude and supports library goals and objectives
13. Responds to patron questions and situations in accordance with library policy and in a manner to enhance the reputation of the library as a public service organization
14. Other duties as assigned

**MINIMUM QUALIFICATIONS:**

1. Bachelor's degree and at least one (1) year of customer service experience, teaching or instruction experience, or similar; or an equivalent combination of knowledge, skills, and experience
2. Excellent customer service skills
3. Ability to arrange items in alphanumeric and/or subject order
4. Ability to deliver programs and to speak before groups

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5. Ability to retain, follow, and explain organizational procedures, processes, policies and operations
6. High degree of comfort with common software and hardware; excellent online and print research skills
7. Ability to maintain confidentiality and use appropriate judgment in handling information and records
8. Ability to work accurately with attention to detail
9. Ability to arrange items in alphanumeric and/or subject order

**PREFERRED QUALIFICATIONS**

1. Experience in a public library setting
2. Programming experience, collection development, and/or training experience
3. Working knowledge of traditional and electronic resources including web sites, social media platforms, and databases

**PHYSICAL DEMANDS**

Ability to sit and use a computer for extended periods and operate standard office equipment, daily

Ability to lift and move up to thirty (30) pounds, occasionally

Ability to push book trucks with up to 150 pounds of materials on them, daily

Ability to stand for extended periods, daily

Ability to perform repeated reaching, bending, climbing and squatting, daily

Travel by automobile, occasionally

**WORKING CONDITIONS**

Majority of work performed in general office/library environment

Requires availability for extended hours as needed

Requires evenings and/or weekends

Requires periodic participation and attendance at events and trainings

*This position description is not intended to be a complete list of all responsibilities, skills, or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of Bexley Public Library. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of this position.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_