

## Library Associate

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**Title:** Library Associate

**Grade:** 6

**Immediate Supervisor:** Department Manager or Branch Manager

**Basic Function:**

Performs paraprofessional library tasks in the public library system.

**Distinguishing Features of the Class:**

This classification requires the application of basic principles of library and information science. Employees assigned to this class perform some of the duties that are done by Librarians. The distinguishing feature of this class is that the duties include direct public service reference and information responsibility, and planning and presenting programs to the appropriate age group of the department in which they serve. Employees assigned to this class are required to provide service in accordance with the Library's mission and core values.

**\*Characteristic Duties and Responsibilities:**

Assists patrons in the selection, organization and interpretation of library materials.  
Answers reference questions in person, by telephone or email and conducts the needed research involved. Refers extended reference questions to professional librarians.  
Conducts education and training of patrons and patron groups.  
Reviews collection for the purpose of removing old or infrequently used materials.  
Is knowledgeable in reader's advisory recommendations for the age group their department serves.  
Responds to patron complaints and reports on problem resolution.  
Deals promptly and effectively with difficult and demanding patrons.  
Interprets and assures the implementation of official library policy.  
Multitasks in a fast-paced environment as staff is required to be task-oriented and continue to be available for patron inquiries.  
Monitors and suggests corrections to the online catalog.  
Plans and presents programs for the age group they are serving.  
Gives book talks to library and to civic groups and writes book reviews.  
Attends professional meetings, pertinent workshops and serves on system-wide and professional committees.

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Plans and prepares displays, bulletin boards, bibliographies, and webliographies.

May coordinate literacy programs.

May provide services to special populations.

\*Branch Library duties will also include shelving and clerk duties, due to the nature of the work environment.

### **Knowledge, Skills and Abilities:**

Knowledge of library principles, methods, techniques and procedures; knowledge of reader interest levels; tact and courtesy; desire and ability to work in a team environment; good judgment. This position requires strong computer skills; demonstrated competency in productivity software as well as Internet searching skills. The individual in this position must be able to multitask on a public service desk.

### **Education, Training and Experience:**

Requires a bachelor's degree or equivalent and up to six months of related experience or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**The intent of this summary is to characterize the typical duties and responsibilities that will be required of individual positions assigned to this classification and should not be construed as representing the specific duties and responsibilities of any particular position. Employees may be expected to perform their related duties which are specific to their area that may not be reflected in this class summary.**