

Job Title: Library Associate II	Hours per week:	FLSA Status: Non-Exempt
Reports to: Library Director	Department: Library	Grade: 5
Created date:	Revised date:	Approved date: 05/03/2010
Created by:	Revised by:	Approved by:

**TOWN OF STERLING
LIBRARY ASSOCIATE II**

Statement of Duties

Performs professional and administrative tasks for a library department. Performs other duties as required.

Supervision

Incumbent performs work responsibilities under the general direction of a library director and/or assistant director, who furnish general work goals and objectives, as well as policy direction. Incumbent performs day-to-day tasks with a high degree of independence, but may bring unusual situations to the attention of superior for resolution. Written and oral guidance materials are provided and should be observed and followed, but incumbent must use professional judgment in individual situations serving the public.

Incumbent provides general supervision for library associate I and library technicians as needed, providing initial instructions and guidance.

Incumbent has access to library users' confidential information.

Job Environment

Work at this level involves a variety of specialized work tasks. Incumbent is expected to provide positive responses to questions raised by library users, furnishing as much assistance as can be provided. Staff and users looking for particular information often interrupt work and incumbent must be able to return to complete work already initiated with a minimum of lost time. Work involves a host of details to monitor and manage. While guidance materials are available, incumbent must rely on previous training, experience and good judgment to maintain level of service. Some creativity and originality is called for, especially in assisting in setting up special programs, exhibits and displays. Regular library schedule requires evening and weekend work.

Sometimes serves as shift supervisor.

Errors could result in delays or loss of service, monetary loss and legal repercussions.

The incumbent has frequent contacts with the public. Other contacts are with regional library associations, historical societies, vendors, other government agencies, universities, schools and teachers.

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.

Provides information and assistance to library patrons; provides instructions on the effective use of electronic reference materials and equipment. Receives complaints or special requests from library users, and makes every effort to follow through in response to them; maintains quality public relations, advising patrons of library programs, procedures and policies.

Participates in collection development through selection and withdrawal of library materials. May prepare bulletin boards, special displays and exhibits, and compile bibliographies.

Compiles quarterly, semi-annual and annual statistics relating to library activities.

Assists readers in location of books, periodicals and other materials in person and over the telephone. With a thorough knowledge of library software, registers borrowers and charges/discharges books in accordance with department procedures. Collects fines and payment for lost books and enters into computerized cash register; uses software to maintain online circulation records and overdue notices. Enters new materials into the library database.

Performs data entry searches for requested items, searches statewide and nationwide databases for materials. Answers reference questions, conducting required research on difficult and complex questions. Analyzes reader needs to develop collection to address such needs.

Assists public with effective use of public computers and copiers in order to meet their needs. Must be able to troubleshoot basic computer hardware and software issues for public.

May organize and conduct library programs and create library displays.

Compiles quarterly, semi-annual and annual statistics relating to library activities. Orders supplies.

Performs similar or related work as required or as the situation dictates.

Recommended Minimum Qualifications

Education and Experience

An incumbent for this class of positions should have a Bachelor's Degree in a related field and thereafter have served in a library for at least two (2) years.

Knowledge, Ability, and Skill

Knowledge. Library science and library services. Library policies and procedures. Knowledge of research techniques to learn reader interest levels, awareness of publisher and dealer practices, and methods of library supply resources. Familiarity with data processing and automation systems affecting administrative and library services, especially computer applications and the Internet. Must be able to use basic computer software programs, such as Word and Excel, and to troubleshoot basic computer problems for public.

Ability. Train and direct library technicians in their duties. Handle a great many details, some simultaneously, with accuracy. Communicate effectively with others, both orally and in writing. Research information for a wide variety of library users through published reference materials and electronic databases. Ability to interact in a positive and effective manner with employees and the public and to work independently. Ability to operate variety of office equipment and to use computers for communication, record keeping and research.

Skill. Good judgment, excellent customer service skills.

Physical and Mental Requirements

Work is performed in an office setting, subject to quiet to moderate noise. Up to two-thirds of the time is spent standing, walking, sitting, stooping, or reaching with hands and arms. Up to two-thirds of the time is spent using hands to finger, handle or feel, talk or listen. Frequently the incumbent will lift up to 10 pounds, occasional lifting is require up to 30 pounds, seldom does the incumbent lift up to 60 pounds. Specific vision abilities include close vision and the ability to adjust focus. The compactness of space and accessibility could cause inconveniences and stress at times. Equipment used includes personal computers, office machines.

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