

Library Center of the Ozarks

Library Associate

Job Description

Primary Duties: Under basic supervision, assist patrons with locating items, check-out and return of library materials and other customer services. Library Associates are responsible for providing quality services to the public. They assist patrons in a friendly and timely manner both in person and by telephone.

Essential Functions:

- Use library automated system to check materials in/out, process holds, register new borrowers and collect fines/fees.
- Assist patrons with the use of library equipment, including the copier, fax, online catalog and public computers.
- Assist patrons with reference and readers' advisory questions.
- Shelve library materials.
- Assist patrons with locating material.
- Assists Librarians in the preparations and presentation of programs.
- Assists in keeping the library neat and orderly.
- Assist with opening and closing procedures of the library.
- Must follow ALA principles and guidelines as they pertain to censorship and confidentiality.
- Responsible for end of the day cash deposits.
- Assist Circulation Supervisor with gathering data and statistics.
- Must be able to work days, evenings, and Saturdays.
- May take the lead role as the PIC (Person in Charge) in supervisor's absence.
- Performs other related and assigned duties as required.

Required Knowledge, Skills, and Abilities:

- Knowledge of and commitment to excellent customer service principles and practices.
- General knowledge of the library's services and collections.
- Knowledge of cash handling procedures
- Working knowledge of computers
- Ability to quickly and accurately sort by alphabetical, numerical, chronological, or Dewey Decimal order
- Ability to learn automated circulation system, and library policies and procedures.

- Ability to work with multiple unexpected tasks and patrons simultaneously.
- Practice punctuality and consistency when scheduled for a shift
- Ability to perform basic clerical, reference, and general library work
- Ability to follow written and oral instruction
- Ability to work cooperatively and interact with people of various personalities and ages in a variety of situations.

Education/Experience

- High school graduate
- Experience working with a diverse group of people is required.
- Demonstrated expertise in excellence customer service is required.
- Some college experience is preferred.
- Public library experience strongly preferred but not required.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Bending, squatting, kneeling, and reaching from floor level to a height of 6 feet
- Good coordination and mobility
- Routine lifting and handling of library materials weighing up to 30 pounds and moving book carts up to 200 pounds.
- Ability to stand for extended periods of time
- Ability to perform work at a computer terminal for extended periods

Reporting Structure

- Reports to Circulation Supervisor