

WILLIAM P. FAUST
Public Library of Westland

**LIBRARY ASSOCIATE
Job Description**

RESPONSIBILITIES OF POSITION:

Under general supervision, perform a wide variety of complex customer service and library duties in a public library setting. Assist library guests in making effective use of the library's resources, collections and programs. Provide technical training to guests and staff as needed. Perform related duties as assigned. This position requires complete confidentiality.

ESSENTIAL FUNCTIONS:

1. Performs reader's advisory assistance to guests of all ages using local materials, online resources and other appropriate tools.
2. Operates and trains guests in the use of library equipment.
3. Reviews materials and recommends additions and deletions to collections, withdraws materials as needed per established guidelines.
4. Must adhere to all policies, procedures, rules, and the hierarchy of the Library.
5. Organizes work, sets priorities, and follows up to ensure coordination and completion of assigned work.
6. Communicates clearly and concisely, both orally and in writing.
7. Interprets and explains library procedures and operational manuals.
8. Reads, analyzes, and writes reports.
9. Develops and presents library classes and programs.
10. Creates library displays.
11. Scheduled at Reference, Circulation, and Youth service desks as needed.
12. Serves as Supervisor-in-Charge on a rotating basis.
13. Uses own vehicle for travel away from the library building.
14. Cross-training and working in other departments is a requirement.
15. Performs other related work as required.

KNOWLEDGE AND ABILITIES:

1. Principles and practices of library services, policies and procedures.
2. Principles and practices of supervision.
3. Principles and practices of budget administration.
4. Knowledge of library services, organization and functions; including Dewey Decimal System.
5. Basic public desk etiquette and methods of providing information.

6. Ability to effectively communicate with staff and the public.
7. Working knowledge of computer equipment and software applications related to assignments, along with basic arithmetic.
8. Working knowledge of English usage, spelling, grammar and punctuation.
9. Standard terminology and practices related to paraprofessional library support work.
10. Knowledge of library technical resources and troubleshooting of library equipment.
11. Prioritize and coordinate several work activities.
12. Ability to use initiative and sound independent judgment within established guidelines.
13. Willingness to maintain skills through active participation in appropriate professional learning experiences.
14. Ability to deal harmoniously with patrons, vendors, and library staff.

PHYSICAL DEMANDS OF POSITION:

1. Sitting, standing, walking, climbing, stooping, bending and reaching.
2. See in the normal vision range with or without correction to read typical business documents and computer screens.
3. Hear in the normal range with or without correction.
4. Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
5. Handling: processing, picking up and shelving books.
6. Fingering: typing, writing, sorting, and processing.

SKILL REQUIREMENTS:

1. Communication Skills: effectively communicate ideas and information both orally and in writing.
2. Analytical Skills: identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information and resources available when making decisions.
3. Problem-Solving Skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.
4. Planning and Organization Skills: develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals.

5. Creative Decision-Making: effectively evaluate or make independent decisions based on experience, knowledge, or training, without supervision.
6. Reading Ability: effectively read and understand information contained in memoranda, reports, and bulletins, etc.
7. Ability to Comprehend and Follow Instructions: effectively follow instructions from supervisor, verbally and in written form.
8. Mathematical Ability: calculate basic arithmetic problems (addition, subtraction, multiplication, and division) without the aid of a calculator and advanced calculations with a calculator.
9. Time Management: set priorities in order to meet assignment deadlines.
10. Equipment: computer literate.

WORK CONDITIONS:

1. Work is performed indoors in an air-conditioned office environment with moderate noise level.
2. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.
3. Flexible work hours including frequent evening and weekend hours.

Adopted Library Board, March 14, 2012; revised and Board approved January 25, 2017