

## **LIBRARY ASSOCIATE II: ADULT ASSOCIATE**

**Job Classification:** Full-Time, 40 hours/week; Non-Exempt; Fringe Benefits; OPERS Retirement

**Job Location:** Ida Rupp Public Library

### **JOB DESCRIPTION**

#### **Job Summary:**

Under general supervision of the Assistant Library Director provides library services and materials for adults. This position's responsibilities emphasize customer service, team building, and communication. Reporting directly to, and working closely with, the Assistant Director, the Adult Associate will also work closely with the Adult Librarian, Circulations Supervisor and other Library Associates.

#### **Essential Duties and Responsibilities:**

- Plans, organizes, and publicizes adult programs, including but not limited to one-on-one tech help, book clubs, computer classes.
- Acts as liaison with library's IT vendor to notify vendor of updates and computer issues that need to be resolved.
- Provides readers advisory service for adults. Assists patrons in use of library and its resources.
- Provides patrons with reference assistance when necessary.
- Utilizes computer applications and library equipment, maintains current knowledge of system wide and location specific procedures, processes, policies and operations. Utilizes Intranet, email, and voicemail to maintain open channels of communication.
- Conflict resolution in regards to patron satisfaction issues or behavior.
- Plans and/or participates in outreach activities.
- Collaborates with the Marketing Manager to compose and prepares public relations materials such as news releases, flyers, brochures, etc. for children's programs and activities.
- Follows Ida Rupp Public Library System policies and procedures and ensures department staff are also following policies and procedures.

#### **Additional Duties:**

- Performs other duties as assigned, including serving on teams and committees, etc.
- A public and visible face of the Library, both within the library and outside in the community.

**Interaction:** Library staff, patrons, and community organizations/individuals.

#### **Minimum Qualifications:**

- High school diploma or equivalent.
- Knowledge of current library trends.
- Ability to operate Library technology systems, including personal computer, software programs and other job related equipment.
- Ability to maintain confidentiality and use appropriate judgment in handling information and records.
- Ability to work accurately with attention to detail.
- Ability to work a flexible schedule that may include days, evenings and weekends.
- Proficient in the use of the Integrated Library System (ILS).

- Successfully pass a background check.
- Valid driver's license and reliable transportation.

**Highly Preferred Qualifications and Competencies:**

- Bachelor's Degree
- Works hard and is energized by challenges. Seizes opportunities and acts upon them.
- Proficient in the knowledge and skills required to perform the job at a high level of performance.
- Manages time effectively and efficiently. Focuses time and effort on priorities and across a range of activities.
- Acts with the patron in mind using information gained from interacting with the patrons. Meets the expectations and requirements of external and internal patrons.
- Gains technical skills quickly. Capable of learning new organization, product or technical knowledge.

**Computer/Technology Skills/Equipment/Software Skills:**

- Microsoft Office (Excel, Outlook, PowerPoint, and Word).
- Integrated Library System (ILS), preferably SirsiDynix Symphony Workflows.
- Integrated Library System (ILS) reporting software, preferably BLUEcloud Analytics.
- Library research interfaces such as EBSCOhost, ProQuest, etc.
- Web browsers including Google Chrome and Internet Explorer.
- Digital Library programs such as Overdrive, Hoopla Digital, Flipster, etc.
- Print Management software, preferably Envisionware.

**Supervisory/Management Responsibility:** None

**Travel Requirements:** Travel to other Ida Rupp Public Library System locations, outreach events and training.

**Physical Demands:** Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents operating standard business office equipment. Periodic to occasional travel by automobile is required for position responsibilities and/or training. Manual dexterity and physical ability to perform tasks. (i.e. repeated lifting, continual standing, reaching, bending, and walking).

**Work Environment:** Majority of the work performed in a general office/library environment. May require availability for extended or nontraditional hours as needed to perform job duties. Requires periodic participation and attendance at related library events and training.

**DISCLAIMER:** The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.