

## **JOB DESCRIPTION**

**JOB TITLE:** Adult Services Associate

**REPORTS TO:** Head of Public Services

**SUPERVISES:**

**DEPARTMENT:** Public Services

**FLSA STATUS:** Non-exempt

**PAY GRADE:** 7

### **JOB SUMMARY**

The Adult Services Associate is responsible for providing reference, readers advisory, technology instruction, outreach and programming services.

### **ESSENTIAL FUNCTIONS OF THE JOB**

**This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this position. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this job description.**

1. Understands and enforces the Library's policies and procedures, while safeguarding confidential and restricted information.
2. Provides reference and readers' advisory to all users both in person and via other means of communication. Uses a variety of reference tools including print and non-print sources.
3. Provides knowledgeable and courteous support to patrons seeking assistance with technology, including the catalog, public computers, printing, wireless internet, mobile devices and access to library resources.
4. Prepares and maintains book displays, bibliographies and other patron aids which promote the collection.
5. Processes requests for materials and participates in fulfilling interlibrary loan requests.
6. Maintains familiarity with collections by reviewing newly purchased materials.
7. Plans and implements programs that may include lectures, performances, book discussions, special events and reading programs.
8. Assists with cooperation between the Library and other community agencies by conducting library tours and participating in off-site outreach opportunities.
9. Attends and actively participates in professional, Library and departmental meetings. Makes recommendations for improved services and procedures to Head of Public Services.

10. Keeps abreast of new trends and innovations in the field of public library service, especially adult services.
11. Maintains familiarity with Library website and electronic resources by reviewing as needed.
12. Prepares monthly reports of accomplishments including programs, displays, publicity, outreach and professional development.

### **OTHER RESPONSIBILITIES**

1. Cooperates with Public Services coworkers and assists with their work as needed.
2. Monitors and manages patrons' activities and use of the Library in accordance with library policies and procedures.
3. Assists with patron transactions as needed.
4. Straightens and cleans public service area as needed.
5. Troubleshoots minor equipment problems.
6. Other duties as assigned.

### **MATERIALS & EQUIPMENT**

This position requires the use of a variety of office machines and office equipment including but not limited to computers, projectors, CD and DVD players, paper cutter, die-cut machine, copy machine, calculator and laminator.

### **EDUCATION AND EXPERIENCE**

1. Bachelor's Degree or LTA Certificate.
2. One year successful experience in a public contact position.
3. One year successful experience including reference and readers' advisory for adults, preferably in a public library setting.

### **OTHER QUALIFICATIONS FOR HIRE**

1. Ability to work days, evenings and weekends.
2. Valid driver's license and/or access to reliable transportation for occasional travel to meetings and outreach programs.
3. Fluency in written and spoken Spanish desirable.

## **KNOWLEDGE, SKILLS AND ABILITIES**

1. Strong desire to work with and a sincere respect for library patrons of all ages.
2. Self-motivated, confident and energetic in planning and carrying out activities.
3. Knowledge of and demonstrated ability to provide exceptional customer service.
4. Ability to stay calm under the pressures of public service in a busy environment.
5. Ability to exercise judgment and maintain composure in difficult situations.
6. Ability to communicate clearly and concisely, both verbally and in writing, in English.
7. Ability to work and communicate effectively with the public, including ability to adapt communication style to provide technology instruction to patrons.
8. Ability to plan, organize and prioritize work in order to accomplish quality work in an effective and efficient manner.
9. Ability to work independently and follow through tasks to completion.
10. Ability and willingness to work from a team approach by building and maintaining effective and professional working relationships with co-workers.
11. Working knowledge of readers' advisory service, reference interview techniques, bibliographic tools and reference sources.
12. Knowledge of popular current reading, viewing and listening interests of the population.
13. Demonstrated familiarity with literature in a variety of genres and nonfiction subject areas.
14. Working knowledge of current library technology, including automated library systems, online databases, electronic collections and equipment (tablets, scanners, etc.).
15. Demonstrated competency in Microsoft Office software (Word, Excel, PowerPoint, Outlook, Publisher). Familiarity with other software products.
16. Strong interest in technology and online resources, including social media.
17. Demonstrated skill in creative program development, promotion and presentation.
18. Ability and willingness to adapt to change and learn new skills.
19. Ability to sort and file documents alphabetically and numerically.
20. Ability to meet the expectations outlined in the Library's "Core Competencies."

## **PHYSICAL DEMANDS / WORK ENVIRONMENT**

Example: 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, stand, walk, move, squat, reach and stretch during the work shift. The employee works in an active environment and must be able to move frequently and quickly around the Library. Speech and hearing abilities are essential. Specific vision abilities required by the job include close vision and the ability to adjust focus. The employee must have good hand/eye coordination for gripping and manipulating materials and objects. A keyboard, mouse, and scanner are used for inputting and retrieving computer data. The employee must lift 25 pounds. The employee must transport or move up to 100 pounds of library materials from one location to another using a wheeled cart.

Work is performed in a normal office environment where there is little or no physical discomfort associated with changes in the weather or discomfort associated with noise. Occasionally, the employee may be required to work at a location other than the library, including outdoors.