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## **JOB DESCRIPTION**

**Title:** Library Associate

**Department:** Library

**FLSA:** Non-Exempt

**Reports To:** Director or Library Department Heads

## **PURPOSE OF POSITION**

Library Associates help patrons use library services and facilities and perform a variety of administrative, technical, and other tasks under the direction of the Library Director or a department head.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The following duties are not to be construed as exclusive or all-inclusive. Other duties may be required.

- Assists customers in locating materials.
- Answers phones.
- Answers basic reference and directional questions.
- Stays generally informed of library services, procedures, and events.
- Performs a variety of tasks that involve use of word processing, spreadsheet, and other software.
- Helps maintain the neat, orderly appearance of the library and library materials.
- Helps open and close the library.
- Assists in special events.
- Attends staff meetings.

In addition to the duties listed above, the following duties are normal for the work area indicated.

### *Administrative*

- Prepares library bills for payment
- Prepares bank deposits.
- Prepares timesheets for approval.
- Maintains records related to library bills, deposits, and other administrative functions.
- Schedules and sets up art shows in the library's gallery.

### *Technical Services*

- Evaluates damaged library materials for repair or replacement.
- Repairs library materials.
- Maintains a historical record of library activities.
- Removes records of withdrawn materials from the library's integrated library system and other databases and physically prepares these materials for removal from the building.

- Maintains the library's periodicals collection including ordering and renewing subscriptions, receiving issues, and claiming missing issues.
- Prepares library materials for circulation and maintains inventory of processing supplies.
- Assists with Interlibrary Loan lending and borrowing activities.
- Assists with the receipt of new library materials.
- Assists with maintenance of bibliographic and item records.
- Evaluates donations of materials for distribution to the book sale, the collection, or recycling.
- Creates and edits item records.

#### *Youth Services*

- Registers customers for library programs.
- Assists customers in the use of library computers, the printer/copier, and other equipment.

#### *Public Services*

- Registers customers for library programs.
- Submits library program information to library and community websites.
- Schedules, prepares for, and monitors public meeting room use.
- Assists customers in the use of library computers, the printer/copier, and other equipment.

#### *Circulation*

- Registers new customers.
- Renews expired cards and issues replacement cards.
- Retrieves and places holds for customers and notifies customers of available holds.
- Prepares overdue, lost item, and other library notices.
- Collects fines.
- Performs basic mending and materials processing.
- Shelves library materials.
- Checks materials for damage.
- Checks materials in and out.
- Monitors the public bulletin board for adherence to policy and for timeliness.
- Creates and edits forms.
- Oversees the organization of the circulation desk and check-in areas.
- Maintains the lost and found.
- Monitors the adult and young adult new shelves.
- Performs maintenance of patron records.
- Follows through on damaged, incomplete, lost, and missing items.
- Creates and maintains supporting materials for book club sets.

#### *IT*

- Installs software updates on staff and public PCs
- Installs printers, barcode readers, and other peripheral equipment
- Assists with the installation of PCs and network equipment
- Maintains an equipment inventory

## **SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities.

## **COMPETENCIES REQUIRED**

- Ability to establish and maintain effective working relationships with other employees and the general public.
- Ability to instruct children and adults in the use of library resources and provide reader's advisory and reference services.
- Ability to understand and follow oral and/or written policies, procedures, and instructions.
- Ability to write and maintain accurate and routine reports and correspondence.
- Ability to detect and correct problems in assigned areas of responsibility.
- Ability to maintain self-control and composure when confronted with emergency, critical, or unusual situations.
- Ability to adapt to frequent changes in the work environment.
- Ability to effectively organize work flow and prioritize program needs.
- Ability to work as a team member in solving problems and improving service.
- Displays high standards of ethical behavior.
- Works and communicates with internal and external customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.
- Knowledge of operation of personal computers and peripheral devices, such as printers, scanners, etc.
- Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.
- Responds appropriately to supervision.
- Aligns behavior with the needs, priorities, and goals of the library.
- Expresses information to individuals or groups effectively, taking into account the audience and the nature of the information. Listens to others and responds appropriately.

- Ability to pay attention to detail. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and EXPERIENCE**

Associate's degree from a two-year college or one to three years of related experience.

## **LANGUAGE ABILITY**

Ability to read and interpret documents such as library policies, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

## **MATHEMATICAL SKILLS**

Ability to make change (dollars & cents). Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

## **COGNITIVE DEMANDS**

Ability to pay attention to detail. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

None required.

## **PHYSICAL CHARACTERISTICS OF WORK / Environmental Adaptability**

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; high, precarious places; outside weather conditions; and risk of electrical shock. The noise level in the work environment is usually moderate.

## **ESSENTIAL PHYSICAL ABILITIES**

*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.*

As duties include interacting with the public, sufficient clarity of speech and hearing capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to walk; sit; and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.