

Grandview Heights Public Library

Position Description

Job Title: Library Associate-Part Time
Classification: Support Staff III
Department: Patron Services (Adult & Youth)
Pay Rate: \$13.75 per hour
Benefits: Vacation, holiday, sick leave, OPERS (Ohio Public Employees Retirement System)

Weekly Hours: 20 hours (includes daytime, evening and weekend hours)

Reporting Relationship: Circulation Services Manager

Purpose: Provides excellent customer service to patrons of all ages including circulation services, reader's advisory, research, and technology assistance.

Duties & Responsibilities:

Patron Account Assistance

- Circulation duties – charges and discharges materials, renews items, places reserves, handles patron financial transactions, processes new patron registrations
- Answers questions regarding patron accounts in person, by telephone and email
- Locates library materials to fill patron requests.

Basic Reference Assistance

- Provides basic reference service in person, by telephone, and via email
- Provides assistance and makes library material recommendations in person and over the phone
- Helps patrons utilize other library services (meeting room reservations, voter registration, etc.)
- Provides assistance with the library's digital resources

Technology Assistance

- Provides assistance with technology including, but not limited to computers, Microsoft Office applications, eReaders, tablets, smartphones, copiers, microfilm, scanners, and gaming systems
- Provides assistance with library's online catalog (including mobile catalog)
- Remains proficient with all library-related technology changes

Other Duties

- Participates in training opportunities
- Follows library policies and procedures
- Reports maintenance and safety issues to supervisor, Maintenance Technician, or Administration
- Runs reports and notices in the library's automation system
- May be asked to assist with one or more of the following:
 - Preparing bibliographies, suggested book lists, and pathfinders
 - Library programming or presentations
 - Staff training
 - Opening and closing the library
 - Marketing materials through displays, bulletin boards, and booklists

- Other projects as assigned
- Collection development (selection, inventory, weeding, copy cataloging, etc.)
- Patron outreach
- Shelf materials and empty the book drop

Knowledge, Skills and Abilities:

- Ability to work independently and in a team environment
- Outstanding customer service skills
- Effective interpersonal skills, including the ability to communicate clearly in verbal and written English
- Proficient in the use of Windows-based computer programs; word processing, spreadsheet, and electronic database programs
- Strong keyboarding skills
- Comfortable with a variety of technology, such as smart phones, tablets, eReaders
- Ability to exercise discretion and sound judgment

Education and Experience:

Required

- High school diploma or equivalent
- Occasional travel, valid Ohio driver's license, and proof of insurance required
- Customer service experience

Preferred

- Bachelor's degree
- Experience working with a variety of ages
- Public library customer service experience

Physical Requirements:

- Considerable mobility including, but not limited to, extensive periods of standing, walking, bending, sitting, lifting weights of up to 50 pounds, and pushing full book carts or containers
- Manual dexterity sufficient to perform general typing and computer skills
- Calm and focused handling of interruptions and distractions
- Periodic intense concentration and sustained viewing of a computer monitor

This position description is not intended to be a complete list of all responsibilities, skills, or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of Grandview Heights Public Library.