

**TITLE: Library Associate I, Adult Services  
Library Associate II, Adult Services**  
**GRADE: Library Associate I, Grade 7 (pending LATI training)  
Library Associate II, Grade 8 with LATI CERTIFICATION**  
**FLSA:/ Non-Exempt**  
**DATE 08/03/2022**  
**REPORTS TO: Adult Services Manager**

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**Job Summary:** Provides customer and information services for adults and library customers of all ages.

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Essential Functions:

1. Provides broad range of customer and information services at Paul S. Sarbanes Library Adult information desk, including answering reference questions and providing assistance with collection, electronic resources, holds, interlibrary loans, computers and software, community information and referrals, readers advisory, among others.
  2. Serves as first point of contact for impacting customer satisfaction, as well as customer problems, security incidents, policy and procedure questions, and other concerns, and resolves issues to the degree possible and appropriate, and/or refers issues to Manager, Branch Manager, or Executive Director as needed.
  3. Plans, presents, publicizes, or assists with planning, presenting, and publicizing Department programs, including Summer Reading, book clubs, concerts, performers, lectures, forums, tours, and other programs as needed.
  4. Teaches classes and provides informal instruction in use of library electronic resources, including "virtual library" of online catalog, Internet resources, PC software, computers and related equipment, online subscription databases, and other technology as needed.
  5. Participates in collection development, materials selection, weeding, displays, and other collection related activities as assigned.
  6. Participates in staff development opportunities, including workshops, classes, conferences, and online learning resources.
  7. Participates in teams and other activities which encourage interdepartmental and whole library planning, implementation, and evaluation of services
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**Required Knowledge, Skills, and Abilities:**

Ability to use and teach use of print and electronic library resources; ability to work with customers of all ages; ability to maintain effective, friendly, and enthusiastic working relationships with public and staff ; ability to work independently, as part of a team, and without direct supervision; excellent communication and interpersonal skills; above average core technology competencies and ability to teach use of computers and software to others; broad knowledge of library and customer services; ability to understand and interpret library policy and procedure to customers; ability to solve problems, negotiate situations and issues, and make independent judgments and decisions.

Specialized knowledge, licenses, etc.: LATI (Library Associate Training Institute) certification required for Bachelors degree employees within 2 years of hire with re-certification required every 5 years.

Supervisory responsibility, if any: May serve as Lead Worker for new Library Associates, Library Assistants, and supervise volunteers as needed.

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**Education and Experience:**

1. Bachelors degree
2. No experience required

**Physical and Environmental Conditions:**

Position based at Main Library. Some travel required for continuing education, meetings, community events, and related activities. Evening and weekend hours as needed. Light physical effort in the handling of light materials or boxes up to 30 pounds.

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The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.