



JOB DESCRIPTION

Job title	<i>Library Associate I</i>
Reports to	<i>Library Branch Manager I/II or Librarian II/ III</i>

Job Function

This is an entry level position with the New Orleans Public Library. It involves paraprofessional work in a branch location or division of the library and a working knowledge of modern library techniques. The incumbent performs, with little or no supervision, various technical tasks in connection with the daily operation of the library and even exercises independent judgement in some operations.

Duties and Responsibilities

- Charges and discharges library materials; assists customers with finding library materials and making requests and interlibrary loan;
- Collects fines and fees from customers and uses Point of Sale (POS) system;
- Assists patrons by telephone and in person with routine procedural and directional questions; processes and issues library cards; assists customers of all ages with computer and technical help and may conduct computer and technology help classes;
- Verifies customer and circulation information through use of the integrated library system (ILS); processes reserves; empties and processes materials from book drops and branch delivery;
- Opens and closes the service points or location and maintains library materials and equipment including shifting and shelving materials;
- May assist with the creation of library displays and exhibits;
- May assist with or create programs for library customers and/or perform some outreach to community organizations under the direction of librarian;
- May serve on system-wide teams for programming, outreach, technology, etc.;
- Working with manager and business office may create and submit supply requests; receive and process shipments of supplies and materials, etc.;
- May use computer programs such as Microsoft Word and Excel to create reports under the direction of supervisor;
- Stays informed about NOPL services and activities;
- Positively represents the Library to the public and other agencies;
- Other duties as assigned.

Minimum Qualifications

- A Bachelor's Degree from an accredited college or university
- Must hold a valid Louisiana Driver's License
- Must be able to work at any location in the New Orleans Public Library System
- Must be able to work nights and weekends

Preferred Qualifications

Previous library and/or customer service experience a plus.

Knowledge, Skills & Abilities

- Working knowledge of library techniques, systems, circulation, and procedures.
- Positive attitude toward public service work; considerable knowledge of customer service principles and techniques.
- Knowledge of the general rules and regulations of the public library system.

- Ability to handle money.
- Considerable ability to accurately perform data entry work on computer workstations.
- Ability to learn routine and specific tasks within a reasonable time period.
- Ability to make decisions in accordance with library policies and procedures.
- Ability to get along with customers and colleagues;
- Knowledge of Polaris; Point of Sale and Library databases upon training;
- General knowledge of technology trends including mobile devices and social media;
- Ability to communicate effectively and professionally with staff and public;
- Ability to work independently in the absence of supervision;
- Knowledge of computer applications including Microsoft Office;
- Must be able to travel throughout the Library system and to other locations for meetings and training.

Physical Demands

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 must 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 stand, sit, and talk or hear. The employee is required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. Packing and loading of materials and books will be required.
- Tasks may involve lifting and/or moving 15-44 pounds on a regular basis and driving between library sites and outreach locations.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and visual acuity to read computer screen and perform various detailed work.

Kind of Examination

Candidate must qualify for the City of New Orleans Library Associate I register

Direct reports

Not applicable.
