

LIBRARY ASSOCIATE

- DEFINITION
- BENEFITS

Kind of Work

Para-professional library work of a varied nature, including reference work, computer work, and serving the public; and related work as required.

Examples of Work

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class.)

- Answering routine telephone or in-person reference inquiries, referring patrons to librarians for further assistance, when necessary.
- Assisting patrons with accessing and using computers.
- Assisting students and teachers by locating materials and helping to complete special projects.
- Using, or assisting patrons in the use of, NOPL's computer system to locate authors, titles, or subject matter in order to assist patrons or identify inventory demands.
- Explaining library layout, classification system, and/or the Dewey Decimal System to patrons who are looking for a particular book or certain subject matter.
- Taking actions to halt disruption of library activities by problem patrons.
- Collecting and depositing fines from patrons and clearing patron's card after payment.
- Conducting reference searches, using printed materials and in-house and online databases.
- Making and posting instructional signs in order to inform patrons of the latest polices.
- Designing posters and special displays to promote use of library facilities or specific reading programs at libraries.
- Filling-out requests to purchase books or other materials.
- Processing inter-library loans (ILL) in order to receive books from other libraries.
- Labeling and filing books that have come from other libraries by way of library loan.
- Retrieving books for patrons who have them on hold.
- Cataloging and sorting books, and other print and non-print materials, according to procedure and returning them to their proper place.
- Organizing and maintaining periodicals and reference materials.
- Processing print and non-print library materials to prepare them for inclusion in library collections.
- Checking for damaged library materials, such as books or audio-visual equipment, and provide replacements, make repairs, or report the problem.
- Sending out notices about lost or overdue books.

- Using, or assisting patrons in the use of, microfiche or reader/printer, in order to find specific, hard to access information.
- Using a variety of computer software, including specialty databases, word processing, and e-mail software.
- Maintaining and troubleshooting problems with library equipment, including computers, photocopiers, and audio-visual equipment.
- Inputting new patron memberships into NOPL's computer system and issue library cards.
- Reviewing subject matter of materials to be classified, and selecting classification numbers and headings according to classification systems.
- Compiling and maintaining records related to circulation, materials, and equipment.
- Compiling data and creating statistical reports on library usage.
- Creating, publicizing, executing, and evaluating programs and attending outreach events as a representative of the library.
- Serving on system wide teams/committees; assisting with programs and projects by attending meetings, providing feedback, and helping with teams' objectives.
- Working with manager and business office may create and submit supply requests; receiving and processing shipments of supplies and materials, etc.
- Staying informed about NOPL services and activities.
- Positively representing the Library to the public and other agencies.
- Traveling/driving throughout the Library system and to other locations for meetings and training.
- Other duties as assigned.

Necessary Knowledges, Skills and Abilities

(At time of appointment)

- **Service Orientation Skills:** Ability to get along with customers and colleagues; Knowledge of principles and processes for providing customer and personal services.
- **Clerical Skills:** Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and terminology.
- **Oral Communication Skills:** Ability to orally communicate information and ideas effectively and professionally so others will understand.
- **Written Communication Skills:** Ability to communicate information and ideas in writing so others will understand.
- **Information Ordering Skills:** Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Teamwork Ability:** Ability to work with others collaboratively and to provide excellent internal customer service.
- **Procedural Knowledge:** Knowledge of the general rules and regulations of the public library system (upon training), library techniques, systems, circulation, and procedures.

- **Computer & Technology Skills:** Knowledge of computer hardware and software, such as Polaris, Point of Sale, and Library databases (upon training). Knowledge of technology trends including mobile devices and social media. Considerable ability to accurately perform data entry work on computer workstations.
- **Active Listening Skills:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Critical Thinking Skills:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. Ability to make decisions in accordance with library policies and procedures.
- **Time Management Skills:** Managing one's own time and the time of others; Ability to learn routine and specific tasks within a reasonable time period.
- **Ability to Give Instruction:** Ability to instruct individuals on various library equipment and systems so that it can be understood and performed by the patron.
- **Mathematical Skills:** Ability to handle money. Ability to conduct simple arithmetic operations.
- **Physical Ability:** Ability to use hands to operate objects, tools, or controls; Ability to climb or balance; Ability to lift and/or move 15-44 pounds. Ability to use close vision, distance vision, color vision, peripheral vision, depth perception. Visual acuity to read computer screen and perform various detailed work.

Minimum Qualifications

A Bachelor's Degree from an accredited college or university.*

Typing and computer skills are desired but not required.

Note: Some positions may require an automobile. Applicants should specify on their application if they have an automobile.

Note: A valid driver's license must be verified, if applicable.*

Note: This position requires a one (1) year probationary period.

***Prior to appointment, the hiring agency is required to verify education and driver's license (if applicable) claimed by the applicant to qualify for this classification. If selected for hire, applicants must provide original documents of their qualifying credentials to the hiring agency prior to their start date in this job classification.**

Kind of Exam

A written examination, weighted 100%.

This is an original entrance examination.