

**WILLOUGHBY-EASTLAKE PUBLIC LIBRARY
BARGAINING UNIT POSITION**

JOB CLASSIFICATION: Library Associate 2

REPORTS TO: Assistant Manager

GRADE: 9

POSITION SUMMARY: Responsible for delivering reference and readers' advisory service while providing a high level of customer service.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Meets and exceeds customer expectations by competent, attentive, friendly and professional customer service
- Provides reference and readers' advisory services to all age groups with emphasis on young adults and adults
- Helps staff and patrons in the use of Library resources & equipment
- Provides point-of-use instruction on eReaders, tablets, and portable devices.
- Promotes the Library in the community by attending or participating in appropriate civic, school, and community activities as requested
- Assists with pop up libraries and outreach events
- Selects Home Delivery materials
- Compiles bibliographies, brochures, statistics, reports, and webpage content as requested
- Provides tours of the library
- Assists with meeting room use
- Assists in maintaining appearance and cleanliness of the library
- Assists with library summer reading programs
- Creates displays
- Coordinates government forms distribution for the building
- Assists with opening and closing procedures
- Delivers Home Delivery materials as required
- Attends workshops, conferences and meetings
- Performs other duties as deemed appropriate by Management, including Circulation Support Staff and Page duties
- May act as person in charge
- Participates in collection development and maintenance
- Develops, presents or assists with programs in-house and in the community
- Develops, presents or assists with group training on eReaders, tablets, and portable technologies
- Provides scheduled individual training on eReaders, tablets, and portable technologies.

QUALIFICATIONS:

- Bachelor's degree
- Prior customer service and computer experience in a library setting preferred

KNOWLEDGE, SKILLS, ABILITIES:

- Ability and willingness to learn and perform routine library procedures
- Ability to follow direction
- Ability to effectively share knowledge with staff and/or public
- Diversified reading interests along with knowledge of books and authors
- Proficiency using personal computers, including research databases, search engines and software
- Excellent communication and interpersonal skills
- Comfortable being in charge of the building in the absence of management
- Ability to learn and tactfully apply Library policies and procedures
- Must have good organizational skills and be able to meet deadlines
- Ability to workdays, evenings, and weekends as required

EQUIPMENT AND EFFORT REQUIRED:

- Must have a reliable means of transportation to fulfill duties of the job
- Ability and manual dexterity to perform repetitive tasks, operate office and audio visual equipment, and process library materials
- Ability to move items and materials up to 30 pounds in weight
- Prolonged periods of sitting, standing, walking, bending, stooping, and/or lifting may be required