

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Library Associate - Bellevue**

Dept.: **Bellevue Regional Library**

Job Code Number: **10419**

Reports to: **Assistant Managing Librarian**

Grade Number: **13, Represented**

Effective Date: **July 2001**

FLSA Status: **Non-Exempt**

General Position Summary:

Provide reference service to patrons and staff at the Bellevue reference desk and information desks and via telephone. Perform routine maintenance of the library's technology equipment such as computers, faxes, microfilm reader/printers and computers. Upgrades and installs basic computer software/hardware.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Provides reference service by phone or in person.
2. Coordinates the maintenance of fax machines, copiers, microfilm reader/printers, and change machines.
3. Maintains computers including installation. Upgrades and responds to basic computer related inquiries from staff and patrons.
4. May record, compile, calculate, maintain and prepare monthly statistical reports.
5. Assist patrons in the use of library collections through reference interviews, literature and electronic searches and instruction in the use of catalogs, paper and electronic resources. Refers questions to a librarian as necessary.

LTA Duties:

1. Perform routine maintenance on all computer equipment.
2. Troubleshoot and repair PC's including changing disk drives, CPU fans, peripherals, and adding memory.
3. Troubleshoot and repair Wyse terminals.
4. Download, install, and configure new/upgraded software.
5. Provide instruction to staff and patrons on use of hardware and software applications.
6. Report problems to ITS and coordinate non-routine maintenance and repair work with ITS technicians.
7. Work with technicians on site to resolve problems and update skills.

8. Keep adequate, detailed records of PC maintenance, configurations and procedures.
9. Maintain adequate branch supplies and spare parts inventories.
10. Attend LTA meetings and training sessions.

Secondary Duties:

1. May serve on various library committees.
2. Organize reference desk.
3. Maintain asset inventory lists.
4. Other related duties as assigned.
5. Teach computer classes to the public.
6. Draft weekly staff desk schedules.

Communication:

Contacts are normally made with KCLS employees and customers. Contacts are frequently made in the incumbent's own initiative or by a third party and are regularly made at the supervisor's request. The position has a requirement to interact with customers frequently and communications occasionally contain discussion about confidential/sensitive matters.

Initiative:

The position operates from established and well-known procedures (on a general basis) and the position is responsible for problem solving at the department level. The job involves a moderate degree of complexity. The incumbent receives moderate supervision and recurring work situations are experienced with occasional variations from the norm. Decisions are made within specific organizational policy constraints/guidelines.

Accountability:

The position experiences frequent interruptions and maximum flexibility is required. The incumbent considers own work and work of others in formulating plans and must be able to forecast for the near future. The position makes decisions that have impact across a limited number of work units. The incumbent's work is regularly monitored or checked by the supervisor. An error in the incumbent's work could result in equipment not functioning and patrons getting misinformation. A delay could result in equipment not functioning, or the timesheet not sent in on time.

Leadership:

The position is responsible for role modeling and promoting organizational values in work unit and as a representative of the organization to patrons.

## DESIRED MINIMUM QUALIFICATIONS

### Education and Experience:

- Bachelor's degree or equivalent specializing in Liberal Arts, Library Science or related field.
- Two to four years experience in library operations.
- Classroom or on-the-job training in computer software installation, maintenance and upgrades.

### Necessary Knowledge, Ability and Skills:

- Working knowledge of Bellevue branch library procedures, systems, policies, collection material and overall operations.
- Working knowledge of computer hardware and software operation, installation, maintenance and upgrades.
- Working knowledge of KCLS.
- Working knowledge of reference functions.
- Knowledge and support of the principles of intellectual freedom.

### Ability to:

- Communicate effectively with patrons from diverse backgrounds regarding a wide range of concerns, questions and issues.
- Operate, install, configure and maintain computer and office equipment.
- Troubleshoot and resolve specific computer problems together with individual users.
- Use diplomacy and tact to establish and maintain relationships with employees and patrons.
- Clearly and succinctly communicate ideas and thoughts both verbally and in writing.
- Develop and maintain positive relationships with staff and patrons.
- Read, speak, write and understand the English language.

### Skill in:

- The use of computer hardware and software.
- Providing accurate and timely information to staff and patrons.
- Developing and maintaining a "customer service" professional approach to patrons and staff.
- Participating with others with a team orientation towards others in all activities.
- Verbal communication with a diverse population.

## SPECIAL REQUIREMENTS

None

## PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit and talk or hear, and to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 50 pounds, or push/pull carts up to 150 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

## WORK ENVIRONMENT

Work is performed in a regional library environment. The position requires working varied hours including weekends and evenings, heavy lifting, constant standing and extensive PC monitor work. There may be some exposure to angry or hostile individuals.

### Advancement Possibilities:

#### Librarian Series

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_  
HR Manager

Final: 7/31/01