

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Library Associate – Public Services**

Dept.: **Public Services**

Job Code Number: **10416**

Reports to: **Cluster management staff member**

Grade Number: **13, Represented**

Effective Date: **February 2007**

FLSA Status: **Non-Exempt**

General Position Summary:

Provide reference service to patrons and staff at assigned libraries in person and via telephone. Perform routine maintenance of the library's technology equipment such as computers, faxes, microfilm reader/printers and computers.

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.
6. Perform technology related duties as listed below:
 - ◆ Provide technical assistance to staff regarding the use of computer hardware and software.
 - ◆ Receive, configure, and install new or replacement computer equipment/parts at branch library locations in coordination with Information Technology Services.
 - ◆ Reset equipment when instructed by Information Technology Services.
 - ◆ Perform routine/preventative maintenance on all computer equipment. Resolve printer problems and replace ink cartridges.
 - ◆ Provide front-line troubleshooting, diagnosis and minor repair of hardware and software.
 - ◆ Report equipment problems and resolutions to Information Technology Services.
 - ◆ Work with Information Technology Services to solve common hardware, network, and software questions and problems over the phone or in person.
 - ◆ Change or add to software configurations as directed by Information Technology Services.

- ◆ Perform duties associated to current Library Assistant, Library Assistant II or Lead Library Assistant position as directed.
- ◆ Perform other duties as assigned.

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 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 public libraries.
- 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
Draft: 1/31/07