



TITLE: Adult Services Associate II

DEPARTMENT: Adult Services

REPORTS TO: Department Head – Adult Services

GRADE: 6

FLSA STATUS: Non-Exempt

EFFECTIVE DATE: _____

APPROVAL: _____

JOB SUMMARY:

Responsible for assuring high patron and employee satisfaction with all aspects of Adult Services in accordance with current Library policies and procedures and in cooperation with other departments and the Library mission and vision.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- The Adult Services Associate II is responsible to the Head of Adult Services for supporting the goals of the Adult Services department in all matters, in accordance with current Library policies and procedures.
- Provides services in a timely, sensitive, and confidential manner, consistent with a high level of customer service. Behaves in a manner consistent with cheerfulness and optimism, and conveys the same to patrons and staff. Assures high patron and staff satisfaction in all transactions. Assures the prompt, appropriate handling of patron concerns.
- Demonstrates good judgment in the interpretation of library and departmental policies.
- Oversees the selection and continued collection development of fiction and nonfiction materials in assigned areas, including weeding.
- Utilizes technologies that support department functions.
- Works with the Head of Adult Services on recommendations for an annual departmental budget that reflects the strategic intent of the Library and needs of the department.
- Interacts on a regular basis with persons in similar roles in other libraries. Actively participates in professional groups, listservs, and other means of communication and learning with similar librarians. Makes recommendations for improved services and collection management learned through these relationships to the Head of Reference and other staff members as appropriate.
- Performs all work in a safe and courteous manner, including during emergencies.
- Commits to a continuous learning environment for self and others.
- Performs other duties as assigned.

SCHEDULING

This position may require working during any of the hours that the Library is open, including evenings and weekends. May occasionally need to work during hours the Library is not open to the public as well. Although a weekly schedule is established, the needs of the Library may require schedule changes and flexibility.

PHYSICAL/MENTAL REQUIREMENTS:

- Extensive standing and sitting; some stooping, bending, lifting books up to 25 pounds, and pushing carts loaded with books.
- Requires repetitive hand and shoulder movement.
- Good vision and hearing.
- Requires mental alertness and attention to detail.
- Must be able to clearly communicate both orally and in writing.
- Good hand dexterity for computer.
- Must be friendly and a team player.
- Valid driver's license required

EDUCATION:

L.T.A. is preferred.

Coursework in adult reference services and collection development helpful.

EXPERIENCE:

Experience in public libraries and/or customer service.

Demonstrate knowledge of nonfiction resources.

Competent user of automated services and related technologies.

INTERACTIONS:

- The Adult Services Associate II interacts with the entire staff of the Community Engagement and Adult Services departments, other library departments, patrons, and professional colleagues in other libraries and organizations.

SKILLS:

- Strong commitment to customer service
- Ability to work with diverse populations of all ages
- Flexibility to adapt to changing situations and to varied work schedules
- Excellent communication and writing skills
- Extensive knowledge of current technology including: Microsoft Office, library automation systems, social networking, e-books, and e-resources
- Sitting and standing for long periods of time.
- Concentrating and paying attention to detail for long periods of time.
- Quickly and accurately placing items in alphabetical or numerical order.
- Safely pushing carts loaded with up to 100 lbs. of materials, and safely lifting boxes of up to 25 lbs. of library materials and supplies.
- Crouching, kneeling, climbing onto or sitting on low stools to retrieve materials from high or low shelves.
- Looking at a computer screen and retrieving and processing information for long periods of time.

JOB SETTING/ENVIRONMENTAL/SOCIAL CONDITIONS:

- Indoor conditions. Ability to work outdoors at Library events.
- Must maintain professional manner when dealing with patrons, staff, and others.
- Remaining calm and actively listening when faced with anger or hostility.
- Must be able to work independently as well as with a team.
- Evening and weekend work required.

Essential functions of this position must be performed with or without a reasonable accommodation. Requests for reasonable accommodation will be considered on a case-by-case basis.

2017

Reviewed 2018