



JOB TITLE		DEPARTMENT	JOB LEVEL
Branch Services Library Associate		Neighborhood Services - CSPD	6
CLASSIFICATION	REPORTS TO	SUPERVISES	
Part-Time Non-Exempt	Branch Managers	n/a	

POSITION SUMMARY

Under general direction of the Branch Managers, performs the daily operations and activities of Branch Services by assisting customers of all ages, coordinating and presenting elementary-aged children's programs, serving as Person in Charge (PIC) in manager's absence, and assisting with various projects and assignments.

ESSENTIAL RESPONSIBILITIES

- Advises individual readers in the choice of materials and the use of the online catalog and other online, print and digital resources
- Actively looks for ways to assist people and provide customer service by locating materials, answering questions, providing information, assisting with digital literacy, and referring appropriate queries to a librarian
- Explains policies and procedures to the public as needed
- Serves as Person in Charge during the absence of the Branch Managers
- Assists customers with the online catalog and other computer software, mobile and virtual devices, and other technology
- Plans and presents programs for children, with an emphasis on elementary-aged children.
- Designs and presents passive programming
- Assists with planning and presenting large scale children's events for the Branches
- Communicates regularly with the Grade School Services Manager and collaborates effectively with other GBPL staff with respect to library programs and services
- Takes action to deal with potentially disruptive or problem situations
- Suggests library materials for purchase and assists with weeding the collections
- Assists in training and supervising Branch clerks and pages
- Assists the Director of Neighborhood Services and/or Managers with project documentation and various assignments
- Maintains an inviting environment by keeping equipment and materials clean and orderly, assisting with display set-ups, shelving and general pick-up as needed
- Reads professional literature and participates in department and division meetings, program planning meetings, staff training, Staff In-Service Day, the CSPD Retreat and other meetings as required
- Creates and presents oral and written reports as needed

- Assists in maintaining a safe and secure library environment, following procedures to report injuries and potential hazards
- Exercises sound judgment in interpreting established library policies and procedures when dealing with customers and staff
- Contributes to evaluation of support staff
- Other library related duties-as assigned

KNOWLEDGE / SKILLS / ABILITIES

- Excellent verbal and written communication skills
- Ability to take direction from and work with various levels of staff
- Must be flexible and able to adapt to library routine
- Ability to function effectively as part of a team
- Pleasant and courteous manner in dealing with the staff and public
- Must have strong public service focus, making customers and their needs a primary objective of one's actions
- Must be tactful, respect confidentiality and address situations with sensitivity and consideration of others
- Must value diversity, appreciating and leveraging the capabilities, insights and ideas of all individuals
- Must be accurate, efficient and detail-oriented
- Ability to perform basic computer functions
- Knowledge of Dewey Decimal system and ability to sort material in alphabetic and numeric order
- Exercises good judgment and fairness while fulfilling job duties and responsibilities
- Adapts well to changes in existing practices, library routines, and workflows
- Must be a self-starter and self-motivated with the ability to work independently and with others
- Ability to prioritize, multi-task and manage time efficiently and effectively in a fast-paced environment
- Must be dependable and punctual
- Must be adaptable when experiencing changes in work tasks and adjust positively and effectively to new processes, requirements or structures

EDUCATION/EXPERIENCE QUALIFICATIONS

- Bachelor's degree or equivalent combination of education and library experience working with children in group settings
- Previous library and customer service experience preferred
- Experience working with children preferred
- Knowledge and experience with basic computer applications
- Bilingual English/Spanish skills a plus

TOOLS/EQUIPMENT

Use of the following equipment: book cart, calculator, computer and laptop with mouse, iPad, photocopiers, printer, public access catalog terminal, telephone, mobile phone, radio, and Integrated Library System.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to communicate, comprehend, and respond to others, both in person and in telephone conversations
- Must be able to speak distinctly to large groups
- Must have the ability to read computer screens, computer keyboards, barcodes, call numbers, and labels
- Must be able to operate computer and keyboards
- Must be able to transport items weighing up to 30 pounds
- Must be able to remain in a stationary position for extended periods of time.
- Must be able to traverse distances of more than 300 feet inside and outside the library buildings
- Must be able to position oneself to reach lower shelves on the ground and shelves as high as 60 inches
- Must be able to work a variable schedule, which may include day, evening, and weekend hours and meet general attendance requirements

* The scope of the job may change as necessitated by the library's operational demands