

## LIBRARY SERVICE ASSOCIATE

### NATURE OF WORK

This is paraprofessional library work providing public service in libraries.

Work involves extensive public contact. Work decisions are made in accordance with established policies and procedures. Supervision is received from a professional or an administrative supervisor with work being reviewed through evaluation of assignments, conferences, occasional reports, and appraisal of the quality of services provided. Work may include supervision of volunteers or unclassified library employees.

### EXAMPLES OF WORK PERFORMED

Assists customers with full complement of public library services.

Monitors effective public service environment, arranges displays, notes facilities needs.

Performs functions of checkout, check-in, assessing fees, placing holds, and helping customers find materials or information.

Answers questions regarding library policy.

Assists customers seeking materials or information.

Searches OCLC for cataloging copy, inputs catalogers' copy and downloads records, performance routine maintenance on bibliographic database.

Processes interlibrary loan requests on state or national interlibrary loan networks.

Opens and closes library locations, including balancing cash register receipts.

Assists in planning, or presents youth or adult programming.

Manages day-to-day operations of specialized service or function such as bindery, interlibrary loan, periodicals, acquisitions, or home service.

Assists with collections maintenance such as evaluating materials for repair or retrieving items designated for withdrawal.

Performs related work as required.

### DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of, and interest in, books, literature, and information.

Ability to work well with the public and with colleagues.

Ability to work extensively with the public with tact and courtesy.

Ability to communicate and resolve routine circulation, informational, or policy problems.

Ability to complete work with an attention to detail while balancing demands of busy customer service.

Ability to perform arithmetical function for handling fines, fees, and payments.

Ability to learn new processes and informational resources.

Ability to establish and maintain effective working relationships with coworkers.

Ability to organize work and follow through on assignments.

Ability to locate and retrieve library materials.

Skill in keyboarding and operation of general office software.

#### MINIMUM QUALIFICATIONS

Graduation from a high school and six months of experience in providing customer service to the public; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

#### NECESSARY SPECIAL REQUIREMENT

Possession of a valid driver's license when operating a vehicle is necessary to the satisfactory performance of assigned duties.

When operating equipment that falls under the Nebraska Commercial Driver's License (CDL) status, the employee is required to possess and maintain the proper license and endorsement.

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