



Cayuga County Department of Human Resources and Civil Service Commission

JOB SPECIFICATION

Civil Service Title: **SENIOR LIBRARY ASSOCIATE**
Jurisdictional Class: Competitive
Civil Division: Seymour Library
Adoption: CSM 7/13/2016
Revised: CSM

DISTINGUISHING FEATURES OF THE CLASS:

This work involves responsibility for providing a variety of customer service in a public library setting, working with various cultural and ethnic groups in a tactful and effective manner. The work requires the performance of a variety of duties within a Library such as aiding students or patrons in the use of library equipment and facilities, providing technical assistance to patrons accessing library equipment and computers. The work is performed under the general supervision of a Librarian. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Oversees general functions of the circulation desk;
Provides weekly cash drawer accounting, including library software reports;
Provides training and supervision to Library Associates and pages;
Establishes work schedules related to circulation desk and makes work assignments;
Works with Librarians to identify training needs of public service staff members;
Works with adult service staff to develop new or innovative services to meet patron needs;
Provides technical lead for library software and works with librarians to identify and develop staff training;
Runs required monthly reports from library software as needed;
Provides technical assistance and advice to library patrons downloading digital content from library holdings;
Answers questions regarding library technology and performs troubleshooting;
Works with library associates to resolve patron issues;
Resolves patron account issues, including waiving/reducing fines and working with collection agencies;
Performs circulation duties as staffing patterns dictate;
Works with librarians to develop and maintain material displays;
Performs reader's advisory assistance to patrons using local materials, online resources, and other appropriate tools;
Reviews materials and recommends additions and deletions to collections;
Represents the library at internal and outreach events;
Does related work as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Thorough knowledge of library services and procedures;
Broad knowledge of literature, fiction and non-fiction works to establish reader's advisory tools;
Good knowledge of basic public desk etiquette and methods of providing information;
Knowledge of standard terminology and practices related to paraprofessional library support work;
Knowledge of library technical resources and troubleshooting techniques of said resources;
Knowledge of modern office practices and procedures, computer equipment and software applications related to assignment and basic arithmetic;
Ability to perform a variety of customer service functions in a public library setting, working with various cultural and ethnic groups in a tactful and effective manner;
Ability to exhibit good judgement and establish effective working relationships with staff, patrons and members of community organizations;
Ability to train, teach, and coach other staff members;
Ability to work independently;
Ability to communicate clearly and concisely both orally and in writing;
Ability to interpret and explain library procedures, read, analyze, and write reports and interpret information;
Ability to perform paraprofessional library work involving the use of computers and software programs, mobile devices and apps, and trouble shoot library equipment;
Ability to operate standard office equipment, computer equipment and software applications related to assignment;
Ability to adjust quickly to changes in formats, programs and hardware;
Ability to make sound judgements and decisions within established guidelines and uses initiative and sound independent judgment within established guidelines;
Ability to use library system to perform assigned duties.

MINIMUM QUALIFICATIONS:

- (A) Bachelor's Degree with major coursework in Liberal Arts, Library Information Systems or related field; AND at least one (1) year of full-time paraprofessional library experience OR two (2) years of increasingly responsible full-time customer public service experience; **OR**
- (B) Associate's Degree with major coursework in Liberal Arts, Library Information Systems or related field; AND at least two (2) years of full-time paraprofessional library experience OR three (3) years of increasingly responsible full-time customer public service experience; **OR**
- (C) Completion of a minimum of two (2) years coursework culminating in a certificate or diploma in Library Sciences; AND at least two (2) years of full-time paraprofessional library experience OR three (3) years of increasingly responsible full-time customer public service experience.