



## Cayuga County Department of Human Resources and Civil Service Commission

### JOB SPECIFICATION

Civil Service Title:	<b>SENIOR LIBRARY ASSOCIATE</b>
Jurisdictional Class:	Competitive
Civil Division:	Seymour Library
Adoption: CSM	7/13/16
Revised: CSM	2/16/22

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#### **DISTINGUISHING FEATURES OF THE CLASS:**

Senior Library Associates provide excellent 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 patrons in the use of library and providing technical assistance to patrons accessing library equipment and computers. This position holds a leadership role on the public services team. The work is performed in a collaborative, team setting 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;  
Works with Librarians to identify training needs of public service staff members;  
Works with professional 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;  
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;

**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 judgement within established guidelines;  
Ability to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, to lift, carry, push, pull, or otherwise move objects.

**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.