

FULTON COUNTY, GEORGIA

CLASS SPECIFICATION

CLASS TITLE: **Library Associate**

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| CLASS CODE: | EEO CODE: | SALARY RANGE: | FLSA STATUS: | PHYSICAL PROFILE: | TEST CATEGORY: |
| 202353 | B | B23 | Non-Exempt | #2 | B |

JOB SUMMARY: Incumbent in this class performs operational duties related to performing customer service, accounting and/or administrative functions within an assigned unit or department of the Library System. Responsibilities include assisting with planning and presenting public programs; participating in reviewing, selecting, and ordering books; maintaining library files; and providing lead direction to assigned staff as required.

DISTINGUISHING CHARACTERISTICS: This is the first level within a two-level library associate classification series. Library Associate is distinguished from Library Senior Associate in that the former does not supervise assigned staff but provides lead direction only as required, whereas the latter exercises full supervisory authority and oversees the work of assigned staff on a daily basis.

ESSENTIAL DUTIES: (This list is a representative sample: position assignments may vary.)

- Provides lead direction to assigned staff as required, including establishing workloads, prioritizing work assignments, monitoring employee performance, interpreting policies and procedures, and resolving staff issues.
- Establishes service desk schedules within assigned area.
- Performs library accounting functions and manages budget accounts within assigned area.
- Orders and receives books and monitors expenditures for assigned area.
- Assisting in planning, developing, and implementing programs and workshops within an assigned area.
- Coordinates the holds process for an assigned unit, department, and/or branch.
- Assists library patrons by responding to inquires, locating materials, providing ready reference services, and responding to patron needs.
- Provides customer service to resolve patron concerns and/or issues.
- Searches computer databases and matches document or item information to computer information within assigned area.
- Contributes to database management through performing deletions and related activities.
- Participates on committees and task forces, assists in drafting policies and procedures, and makes recommendations as required.
- Plans and prepares exhibits and programs for the general public, including displaying and mounting exhibits.
- Participates in the development of bibliographies, leaflets, catalogs, and other guides for library patrons.
- Contributes to the development of children's programs, tours, storytelling, and outreach programs for various populations.
- Staffs the public service desk by providing assistance and direction to library patrons.
- Interprets library rules, policies, and procedures for assigned staff and library patrons.
- Performs computer data entry to create records within assigned area.
- Maintains library files and creates bibliographic data for the library's online catalog within assigned area.

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KNOWLEDGE: (position requirements at entry):

Knowledge of:

- Principles and practices of supervision;
- Principles and practices of budget administration;
- Rules, regulations, policies, and procedures governing library operations;
- Correct grammar, spelling, and English usage;
- Dewey Decimal System;
- Methods and techniques used in filing;
- Methods and techniques used to ready reference searches;
- Principles and practices of customer service;
- Methods and techniques used to receive and exchange money;
- Office practices and procedures;
- Personal computers and Microsoft Office software.

SKILLS: (position requirements at entry):

Skills in:

- Providing lead direction to assigned staff;
- Organizing and prioritizing work;
- Interpreting rules, regulations, policies, and procedures governing library operations;
- Tracking and monitoring expenses;
- Providing effective customer service;
- Operating personal computers, including spreadsheet, database, word processing, presentation, and other related software;
- Locating materials;
- Conducting ready reference searches;
- Reading, writing, and speaking different languages is desirable;
- Establishing and maintaining effective working relationships with other County personnel, officials, and the general public;
- Communication and interpersonal techniques as applied to interaction with coworkers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction.

EXPERIENCE AND TRAINING: (position requirements at entry):

Completion of course work equivalent to the academic requirements of a High School diploma or G.E.D. equivalent (*Bachelor's degree preferred*); and two (2) years library, retail with customer service experience, or related experience, *including one (1) year lead or supervisory experience preferred*; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS: (position requirements at entry):

- Valid State of Georgia Driver's License (*as required by position assignment*).

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PHYSICAL REQUIREMENTS:

Positions in this class typically require sitting, standing, walking, fingering, grasping, talking, hearing, and seeing.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Physical Profile:

This is a Category #2 Physical Profile class and position. All applicants for initial entry by outside hiring into a permanent Fulton County position in this category shall be required to conform to **Part II** of the physical standards and criteria as approved and established by Personnel Board resolution dated November 1, 1988.

Classification History: Draft revised by Fulton County Personnel 4/14/04.