



## Title: LIBRARY ASSOCIATE I

**Job Description:** This is an entry level para-professional position in the New Orleans Public Library System. Employees in this class are responsible for providing excellent customer service and performing varied clerical work relating to the operation of all areas of a library. Duties include but not limited to: serving patrons with a strong customer support attitude at the library service desk by telephone and/or in person; processing library materials for distribution and assisting staff with special projects, programs or a specialized library department. Supervision is received from a superior who assigns tasks and reviews work for achievement of desired results. The ability to have a general knowledge of a variety of subject areas is recommended.

### Illustrative Tasks:

- Opens and closes the service points or location; charges and discharges library materials; compiles departmental statistics; assists patrons by telephone and in person with routine procedural and directional questions; processes and issues library cards; assists patrons with automated products.
- Screens new library materials for errors and makes corrections as needed; barcodes and links materials, as required; edits records in bibliographic database.
- Verifies patron and circulation information by use of computer terminal; processes reserves; empties book drops and returns materials to the designated branch for processing and re-shelving.
- Collects fines for materials and fees from patrons residing outside of the library taxing district.
- May be assigned to balance cash receivables and process deposits to Business Office.
- Searches shelves for claim returns and reserves; notifies patrons when reserves are available.
- Processes donations paperbacks, periodicals and rental books for circulation; updates item records in the computer for library materials; types spine labels; makes minor repairs to books.
- Assists with special projects, programs or specialized library area; operates audio-visual equipment.
- Maintains Library materials and equipment in an assigned library area.
- Maintains supplies and equipment inventories and requisitions new supplies as needed.
- Performs related lower level work as required.

### Knowledge, Abilities, and Skills:

- Positive Attitude toward public service work
- Self Starter
- Knowledge of the general rules and regulations of the public library system.
- Knowledge of library circulation.
- Considerable Knowledge of customer service principles and techniques Ability to file alphabetically and numerically.
- Ability to communicate in verbal and written formats.
- Ability to handle simple monetary transactions. Considerable Ability to accurately perform data entry work on a computer workstation. Considerable Ability to understand, follow and communicate verbal and written instructions.
- Ability to learn routine and specific tasks within a reasonable time period.
- Ability to deal tactfully and courteously with the public.
- Ability to make decisions in accordance with library policies and procedures.

### Minimum Qualifications Requirements:

- A Bachelor's Degree from an accredited college or university
- One year of clerical or customer service experience
- Must be able to work nights and weekends.
- Must be able to stand for extensive periods of time during the work day
- Must be able to lift 25 lbs.
- Must be able to work at any location in the New Orleans Public Library System

### Annual Salary: \$26,807

- Benefits include: Longevity Pay, Annual Leave, Sick Leave, Paid Holidays, Health, Life, Dental, Vision Insurance and Pension Participation.