

LIBRARY ASSOCIATE

Position #161031406

East Library | Non-Exempt
40 hours per week | Full time

Date Posted	March 14, 2024
Location	5550 N Union Blvd., Colorado Springs, CO 80918
Starting Wage	\$ 16.83 per hour + Full benefits (for benefits information, please see: http://ppld.org/jobs/benefits)
Position Hours	40 hours per week Monday : 11 a.m. – 8 p.m. Tuesday – Thursday : 9 a.m. – 6 p.m. Alternating Friday / Saturday : 9 a.m. – 6 p.m.

Note: The position's schedule may be subject to minor changes due to required meetings, training events, etc. In addition, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

Procedure for application:

1. Complete a PPLD online application located at ppld.org/careers on the Application tab. If it is an internal only job posting, please log in to ESS to fill the application.
2. **Requires resume and cover letter. Applications will not be considered without a resume and cover letter.**
3. Attachments should be submitted in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531-6333, x6380 or send an email to sgollapalli@ppld.org

Closing Date: This position is open until **March 28, 2024, at 9:59 p.m. MDT.**

Position Summary: Operates in a diverse environment to help fulfill the Library's mission by providing direct patron focused public service, conducting programs, or participating in targeted activities for children and families.

Essential Functions:

Disclaimer: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provides excellent customer service and maintains a courteous, positive image of the Library; maintains confidentiality in all patron and staff interactions.
- Provides services to patrons on the telephone or communicate in a virtual environment.
- Works on public service desks and performs the following circulation functions: registration, checking out materials and equipment, processing returns and holds, responding to inquiries regarding patron accounts and fees.
- Performs circulation functions including patron accounts creation and maintenance, checking out materials and equipment, responding to inquiries regarding customer accounts, and processing payments for fees.
- Performs reference, purchase or Interlibrary Loan requests, readers' advisory services, and placing holds.
- Proficient in the use of library meeting room software for reservations and event creation.
- Assist patrons with advanced computer needs, job applications, resume formatting, and genealogy.
- May teach classes on computer basics or other technology access topics to patrons in small groups or one-on-one settings.
- Implements pre-designed programs.
- Maintains social media platforms to showcase events, programs, and services in conjunction with Pikes Peak Library District's Communications Department.
- Promotes library services through tours, demonstrations, talks, and displays.
- Performs other support activities such as troubleshooting basic computer, office, and makerspace equipment, badge making, compiling data, and monitoring/ordering office supplies, balancing cash register according to established procedures, and petty cash accountability.
- May act as person-in-charge as assigned; takes required training, assumes responsibility for safe and effective operation of the library; ensures that incident and insurance reports are completed accurately and are submitted as required.
- May act as a special resource provider in specific service areas, including targeted age groups, mobile library services, technology programming and support, Creative Services equipment and activities, or collection management.
- May preforms job duties specific to Regional History & Genealogy if position is in Regional History & Genealogy.
- May assist in assessing circulation training needs using established procedures.
- May be assigned to the circulation trainer's team to implement coordinated training plans and facilitate training for new and existing staff.
- May train new and existing staff and volunteers in circulation procedures and may be assigned to the circulation trainers' team; creates original trainings using varied presentation technologies, and present trainings to multiple staff in person or virtually.
- Understands billing processes, resolves billing questions and circulation concerns.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- May assist with book displays and art gallery coordination.
- May process pull lists, returns, and holds.
- May balance cash register according to established procedures.
- Provides support for specialized projects, services, programs, and activities related to Services strategic goals and objectives.
- Keeps informed about Library and department information.
- Attends and participates in training, regular department/library meetings and scheduled All-staff meetings.
- May provide staffing assistance at other Pikes Peak Library District locations.
- May serve on districtwide teams.
- May compile and report monthly statistics and Library activities to the Library Manager.
- Performs other job-related duties as assigned.

Required Knowledge, Skills, and Abilities:

The employee is expected to perform or possess the following:

- Knowledge of the Pikes Peak Library District's policies and procedures and ability to implement them.
- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision to the public.
- Demonstrates ability to exhibit professional judgment and demeanor in public interactions; thinks and acts appropriately under pressure.
- Demonstrates knowledge of current library services and trends.
- Ability to work independently and effectively organize daily work under general supervision.
- Knowledge of basic computer technology and applications and ability to effectively train others.
- Demonstrates flexibility to actively support change in order to meet strategic goals and objectives.
- Demonstrates excellent verbal and written communication skills; maintains effective relationships with patrons, coworkers, and with staff at all levels.
- Demonstrates ability to effectively use applications software, including Microsoft 365, SharePoint, Word, Excel, and Outlook, along with standard office equipment and specialized library software and equipment contained in Creative Spaces.
- Demonstrates ability to work effectively as a team member, organize daily work and meet deadlines in a fast-paced, detail-rich environment.
- Ability to learn and use a variety of standard library office equipment, and cash register.
- Has regular on-time attendance.
- Exercise professionalism and good judgement in interpersonal interactions.

Education and Experience:

1. Requires a Bachelor's degree (in any field).
2. Requires a minimum of one year of customer service (library experience preferred).
3. Requires experience with computer equipment and software applications.
4. Bilingual ability is a plus in serving a diverse community.

Physical and Environmental Conditions:

Work is primarily conducted in an office setting that provides comfortable lighting, temperature, and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods. Position requires the ability to stand for extended periods of time. Position requires the ability to occasionally reach, bend, climb, twist and squat. Position requires the ability to lift up to 35 pounds. Ability to push a loaded book truck required.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.

Conditions of Employment: All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-verify.
- are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-verify), education, former employment, and criminal history.
- may be uniformly tested for job-related skills and required physical abilities.
- may be required to undergo a physical examination after a job offer is extended in order to ensure that the job's physical requirements are met.
- must understand and comply with PPLD's drug-free workplace policy.
- understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice, in accordance with Colorado law.