



## VACANCY ANNOUNCEMENT

*Open to all qualified current staff  
and external applicants*

# NORTH REGIONAL LIBRARY ASSOCIATE

(40 hours per week, non-exempt)

Position # 17013061

- DATE POSTED:** April 26, 2019
- LOCATION:** Pikes Peak Library District, Colorado Springs, CO
- STARTING WAGE:** \$17.85 per hour + full benefits (for benefits information, please see: <http://ppld.org/jobs/benefits>)
- POSITION HOURS:** 40 hours based on the following schedule:
- Monday - Friday** 9 a.m. – 6 p.m.  
**Some nights and weekends on a weekly or monthly basis dependent on regional needs**

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

### APPLICATION PROCEDURE:

1. Complete a PPLD online application located at [ppld.org](http://ppld.org) on/Jobs the Application tab
2. Attachments should be submitted in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. **Requires a cover letter and resume submitted online with application.**
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531-6333, Ext. 6086.

**CLOSING DATE:** Online application materials must be received by **May 13, 2019 at 9:59 p.m. MDT**

### 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.

**EOE** As an **Equal Opportunity Employer**, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender expression, genetic information, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

## **North Regional Library Associate (cont.)**

**Position Summary:** Operates in a diverse environment to help fulfill the Library's mission by providing direct customer-focused public service and implementing pre-designed programs at an assigned library within a region.

### **Essential Functions**

*Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

- Provides excellent customer service and maintains a courteous, positive image of the Library; maintains confidentiality in all customer and staff interactions.
- Provides direct public services to customers as they visit the library, call on the telephone, or communicate in a virtual environment. Works combined circulation/service desks by performing all circulation functions.
- Reports to the Director of the Region for work assignments to locations within the West, Southeast or North Regions respectively. Works with Library Managers at these locations to provide various customer public service support functions.
- Performs reference, purchase or Interlibrary Loan requests, and readers' advisory services.
- Proficient in the use of library meeting room software for reservations and event creation.
- Assist customers with advanced computer needs, job applications and resume formatting.
- Teaches computer basics or other technology access topics to customers in small groups or one-on-one settings.
- Implements pre-designed programs.
- 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, and petty cash accountability.
- May act as person-in-charge as assigned; assumes responsibility for safe and effective operation of the library; ensures that security and safety reports are completed accurately and are submitted as required.
- May assist patron in Makerspaces, if assigned to them, with software, machinery/hardware (including 3D printers, CNC machine, laser cutter, sewing machine, a kiln, etc), and tools.

### **Additional Duties and Responsibilities**

*Duties are considered non-essential and include the following:*

- May implement pre-designed programs and for adults, teens or children.
- Keeps informed about Library and department information.
- Attends regular department meetings and scheduled all-staff meetings.
- Performs other job-related duties as assigned.

## **North Regional Library Associate (cont.)**

### **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 follow them.
- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision to the public.
- Demonstrates knowledge of current library services and trends.
- Ability to effectively organize daily work under general supervision.
- Ability to work effectively as part of a team, demonstrating an excellent customer service attitude.
- Knowledge of basic computer technology and applications and ability to effectively train others.
- Demonstrates flexibility and adaptability to actively support change in order to meet strategic goals and objectives.
- Demonstrates excellent verbal and written communication skills; maintains effective relationships with customers, coworkers, and with staff at all levels.
- Demonstrates ability to effectively use applications software, including Microsoft Word, Excel, Access, and Outlook, along with standard office equipment and specialized library software and equipment contained in makerspaces.
- Demonstrates ability to exhibit sound judgment and demeanor in public interactions; thinks and acts appropriately under pressure.
- Demonstrates ability to organize daily work and meet deadlines in a fast-paced, detail-rich environment.

### **Education and Experience:**

1. Requires a Bachelor's degree in any field.
2. Requires a minimum of one year of library experience or other customer service experience (library experience preferred).
3. Requires basic 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.