



VACANCY ANNOUNCEMENT
*Open to all qualified current staff
and external applicants*

SENIOR LIBRARY ASSOCIATE - CREATIVE EAST LIBRARY

(Full-time, non-exempt)
Position # 180131404

- DATE:** March 1, 2019
- LOCATION:** 5550 N. Union Blvd., Colorado Springs, CO 80918
- STARTING SALARY:** **\$19.57 + full benefits** (For details about benefits, please see: <http://ppld.org/jobs/benefits>)
- POSITION HOURS:** 40 hours per week
Flexible scheduling based on programming and library requirements.
- Tuesdays** 8 a.m. – 5 p.m.
Wednesdays 9 a.m. – 6 p.m.
Thursdays Noon - 9 p.m.
Fridays 9 a.m. – 6 p.m.
Saturdays 9 a.m. – 6 p.m.
***7 Sundays per year 1-5 (four hours off a day in the preceding week)**
***2nd Friday of the month 8:30 a.m. staff meeting**
***Schedule may vary depending on the needs of the branch**

Note: Regular schedule will be subject to changes due to programs, 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.

PROCEDURE FOR APPLICATION:

1. Complete a PPLD online application located at ppld.org/Jobs on the Application tab
2. Attachments should be submitted in the following file types: .doc, .xls, .xlsx, .pdf, .htm
3. **Requires** cover letter and resume to be submitted online with application
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 884-9800 Ext. 6998

CLOSING DATE: Online application materials must be received by **March 12, 2019** by 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, in accordance with Colorado law

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.

EOE

SENIOR LIBRARY ASSOCIATE – CREATIVE (cont.)

POSITION SUMMARY: Operates in a diverse environment to help fulfill the Library's mission by providing comprehensive, customer-focused public services, troubleshooting and maintaining makerspace and studio machinery, conducting programs, and participating in targeted activities for Creative Services. This position requires flexibility, collaboration, communication, and the ability to identify priorities and shift focus quickly. In order to help fulfill PPLD's mission, we want a professional with a positive attitude, enthusiasm, creativity, and excellent interpersonal and teamwork skills.

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 direct public services to customers as they visit the library, call on the telephone, or communicate in a virtual environment. Works all services desks including the East Make, Patron Services, Computer Lab, East Teen Center, Children's, and ERC desks. Works on desks around 24 hours per week.
- Provides excellent customer service and maintains a courteous, positive image of the Library; maintains confidentiality in all customer and staff interactions.
- Supports patrons in the makerspace with software, hardware (including 3D printers, laser cutter, sewing machine, etc.) and tools.
- Assist with staff training in the makerspace, including software and hardware
- Perform basic makerspace equipment maintenance and upkeep
- Coordinate with Creative Services staff to host presenter and staff-led programming and serve as a makerspace point of contact for programs and general inquiries
- Compile and submit branch makerspace statistics
- Create marketing materials for makerspace programs and services. Creates and maintains social media platforms to showcase events, programs and services in conjunction with PPLD's Communications and Marketing Department.
- Provides higher level technology support to customers, including providing individualized assistance that requires expert knowledge of equipment and software.
- Provides more advanced reference and reader's advisory assistance.
- Engages in community outreach and programming with schools, businesses, or other community groups to expand visibility and partnerships with the library and community in conjunction with PPLD's Communications and Marketing initiatives.
- May teach classes on Makerspace equipment, computer basics or other technology access topics to patrons.
- Works with Branch Manager and the Librarian team to create, plan and/or deliver programs. Trains program volunteers, and promotes programs through community contacts.
- Provides guidance and training to other staff or volunteers and may take a lead role in volunteer selection and placement, as assigned by supervisor.
- Acts as person-in-charge as assigned; assumes responsibility for safe and effective daily operation of the library in the absence of a supervisor; ensures that security and safety reports are completed accurately and submitted as required.
- Performs other support activities such as troubleshooting basic computer and office equipment.
- Provides support for specialized projects, services, programs and activities related to strategic goals and objectives.
- 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 submitted as required.
- Keeps informed of library and departmental information and changes via electronic and written communication and attendance at staff meetings including monthly branch meetings and quarterly Creative Services meetings.

SENIOR LIBRARY ASSOCIATE – CREATIVE (cont.)

- Performs other support activities such as troubleshooting basic computer and office equipment, compiling data, and monitoring/ordering office supplies.
- Performs other job-related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

The employee is expected to perform or possess the following:

- Ability to thoroughly understand 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 basic ability to use creative technology products.
- Demonstrates ability to respond with patience and professionalism to requests for assistance from equipment and software users of varying knowledge levels.
- Demonstrates general knowledge of current library services and trends.
- 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 customers, coworkers, and with staff at all levels.
- Demonstrates commitment to principles of intellectual freedom and all aspects of customer diversity.
- Ability to work independently and effectively organize daily work under general supervision.
- Ability to effectively train others.
- Demonstrates ability to effectively use applications software, including Microsoft Word, Excel, Access, and Outlook, ILS system, along with standard office equipment.
- Demonstrates ability to exhibit sound judgment and demeanor in public interactions; thinks and acts appropriately under pressure.
- Demonstrates ability to work effectively as a team member, organize daily work and meet deadlines in a fast-paced, detail-rich environment.

Education and Experience:

1. Requires Bachelor's degree; preference for a degree in related field.
2. Requires a minimum of two years of library experience or other customer service experience (library experience preferred).
3. Requires basic experience with computer equipment and software applications. Proficiency. using MS Office software applications.
4. Other - Requires the ability to work as an effective team member, have a "whatever it takes" work ethic, and have an excellent customer service attitude. Bilingual ability is a plus in serving our diverse patrons.

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. Position requires the ability to push a loaded book truck.

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.