

REGIONAL SENIOR LIBRARY ASSOCIATE SOUTHEAST REGION - NORTH REGION

Position #170930404

Southeast Region| North Region | Non-Exempt
40 hours per week

Date Posted	October 27, 2023
Location	Library 21c, 1175 Chapel Hills Dr., Colorado Springs, CO 80920
Starting Wage	\$17.85 per hour + full benefits (https://ppld.org/careers/benefits)
Position Hours	40 hours per week per the following schedule: Monday – Thursday: Variable hours between 7:30 a.m. – 8 p.m.; Friday – Saturday: Variable hours between 7:30 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/Jobs on the Application tab. If this is an internal job posting, please log in to your ESS to fill out the application form.
2. A cover letter and resume are required for the completion of the application.
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 **November 08, 2023, at 9:59 p.m. MDT.**

Position Summary: Operates in a diverse environment to help fulfill the Library's mission by providing in-depth patron-focused public service, conducting programs, and developing targeted activities for a designated age group or service area.

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.

- Reports to the Director of the Branches or their designee for work assignments to locations within the Southeast and North Regions. Works with Library Managers at these locations to provide various customer public service support functions.
- Provides excellent customer service and maintains a courteous, positive image of the Library; maintains confidentiality in all customer and staff interactions.
- Provides increasingly complex 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.
- Provides higher level technology support to customers, including providing individualized assistance that requires expert knowledge of equipment and software.
- Performs more advanced reference assistance and readers' advisory services; completes purchase or Interlibrary Loan requests.
- Proficient in the use of library meeting room software for reservations and event creation.
- Engages in community outreach and programming and/or book talks with schools, businesses, or other community groups to expand visibility and partnerships with the library and community in conjunction with Pikes Peak Library District's Communications and Marketing initiatives.
- Provides oversight to districtwide events and services (Mountain of Authors, History Symposium, Paws to Read, etc.) with Librarian/Managerial direction.
- Plans, creates and delivers local programs, creates program materials and handouts, trains program volunteers, and promotes programs through community or Lobby Stop contacts.
- Creates and maintains social media platforms to showcase events, programs and services in conjunction with Pikes Peak Library District's Communications Department.
- Has in-depth knowledge of specialized areas of the collection and assists in maintaining that collection in the Library or mobile library; trains and assists other Library staff in the use or maintenance of that collection and specific patron needs; may index special collections materials; may recommend material purchase to Collection Management.
- Provides guidance and training to other staff or volunteers and takes 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. May be required to make field decisions regarding Mobile Library Services operations.
- Acts as a resource provider for specific service areas, including targeted age groups, Lobby Stops with Mobile Library Services, technology programming and support, makerspaces/creative commons equipment and activities, special collections, or the Educational Resource Center.

Additional Duties and Responsibilities:

Duties are considered non-essential and include the following:

- Performs other support activities such as troubleshooting computer and office equipment, compiling data, and monitoring/ordering office or program supplies.
- May create desk schedules in coordination with the Library Manager.

- Provides support for specialized projects, services, programs and activities related to divisional strategic goals and objectives.
- Keeps informed about Library and department information.
- Attends regular department meetings and scheduled staff meetings.
- 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 follow 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 sound 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 more complex computer technology and applications and ability to effectively train others.
- Ability to work as part of a team, demonstrating an excellent customer service attitude and meet deadlines in a fast-paced, detail-rich environment.
- 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 ability to effectively use applications software, including Microsoft Word, Excel, Access, and Outlook, along with standard office equipment.
- Demonstrates ability to exhibit sound judgment and demeanor in public interactions; thinks and acts appropriately under pressure.

Education and Experience:

1. Requires 4 years applicable work experience or a Bachelors Degree; Bachelor's Degree preferred.
2. Requires a minimum of two years of library experience or other customer service experience (library experience preferred).
3. Requires experience with computer equipment and software applications.
4. Requires ability to have access to reliable transportation.
5. 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 (50 pounds if assigned to Mobile Library Services). 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.