

SENIOR LIBRARY ASSOCIATE

Position #170923002

Library 21c | Non-Exempt
40 hours per week | Full time

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| Date Posted | May 29, 2024 |
| Location | 1175 Chapel Hills Dr., Colorado Springs, CO 80920 |
| Starting Wage | \$ 17.85 per hour + full benefits (for benefits information, please see: http://ppld.org/jobs/benefits) |
| Position Hours | 40 hours per week Tuesday : 11 a.m. – 8 p.m. Wednesday : 10 a.m. – 7 p.m. Thursday : 11 a.m. – 8 p.m. 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 **June 17, 2024, 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.

- Provides excellent customer service and maintains a courteous, positive image of the Library; creates a welcoming atmosphere; maintains confidentiality in all patron and staff interactions.
- Provides public services to patrons as they visit the library, call on the telephone, or communicate in a virtual environment.
- Works on public service desks.
- Performs in-depth reference, purchase or Interlibrary Loan requests, and readers' advisory services.
- 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.
- Provides high level technology support to patrons, including providing individualized assistance that requires expert knowledge of patron devices, computers, and software, including accessing and navigating the Internet and Microsoft Office Applications.
- Proficient in the use of library meeting room software for reservations and event creation.
- May engage in community outreach and programming and/or book talks with schools, businesses, or other community groups to expand visibility. Maintains community partnerships in conjunction with the appropriate service or department.
- May plan, create and deliver local programs; creates program materials and handouts, trains program volunteers, and promotes programs through community or Lobby Stop contacts.
- May create and maintain content for 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.
- May provide 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; takes required training, assumes responsibility for safe and effective operation of the library; ensures that incident and insurance reports are completed accurately and submitted as required.
- May be required to make field decisions regarding Mobile Library Services operations if assigned to that department.
- May act as a resource provider for specific service areas, such as, targeted age groups, Mobile Library Services, technology programming and support, Creative Services equipment and activities, Regional History & Genealogy, or the Educational Resource Center.
- Provides expertise regarding developmental stages, interests, and literature for assigned age groups or target populations if assigned to Family & Children's Services.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- Troubleshoots computer and office equipment, compiles data, monitors/orders office or program supplies and specialized library software and equipment contained in Creative Spaces.
- May modify desk schedules in coordination with the Branch Manager/Branch Supervisor.
- Provides support for specialized projects, services, programs, and activities.
- May provide oversight to districtwide events and services (Mountain of Authors, History Symposium, Paws to Read, etc.) with Librarian/Managerial direction.
- Keeps informed about Library and department information.
- Attends and participates in training, regular department/library meetings and scheduled All-staff meetings.
- May serve on districtwide teams.
- May submit monthly activity report.
- 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 complex computer technology and applications.
- Ability to effectively train others.
- Ability to work as part of a team, demonstrating an excellent customer service attitude and meeting deadlines in a fast-paced, detail-rich environment.
- Demonstrates flexibility to actively support change in order to meet strategic goals and objectives.
- Ability to maintain effective, productive relationships with patrons; calmly and effectively assist patrons in difficult or stressful situations.
- Demonstrates excellent verbal and written communication skills; builds and maintains effective relationships with patrons, coworkers, and with staff at all levels.
- Demonstrates ability to effectively use applications software, including Microsoft Soft 365, SharePoint, Word, Excel, and Outlook, along with standard office equipment and specialized library software and equipment contained in makerspaces.
- 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 two years of service experience (library experience preferred).
3. Requires experience with computer equipment and relevant 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.