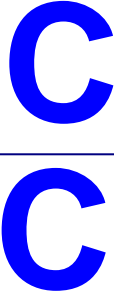




**CAYUGA  
COUNTY**



*An Equal Opportunity - Affirmative Action Employer*

**CIVIL SERVICE COMMISSION**

<b>TITLE:</b>	<b>LIBRARY ASSOCIATE</b>
<b>JURISDICTIONAL CLASS:</b>	<b>COMPETITIVE</b>
<b>CIVIL DIVISION:</b>	<b>SEYMOUR LIBRARY</b>
<b>ADOPTION: CSM</b>	<b>7/13/2016</b>
<b>REVISED: CSM</b>	

**DISTINGUISHING FEATURES OF THE CLASS:**

This work involves responsibility for providing a variety of customer services in a public library setting, working with various cultural and ethnic groups in a tactful and effective manner. The work requires the performance of a variety of duties within a Library such as aiding students or patrons in the use of library equipment and facilities, providing technical assistance to patrons accessing library equipment and computers. The work is performed under the general supervision of a Librarian. Does related work as required.

**TYPICAL WORK ACTIVITIES: (Illustrative only)**

- Checks library books and materials in and out using library software;
- Unpacks, checks in, and sorts daily book shipments and distributes as indicated;
- Receives returned books and materials, reviews due dates and examines items for damages;
- Sorts returned materials for return to local shelves or for shipment to other library locations;
- Checks patron status to verify registration information;
- Issues library cards;
- Calculates and collects fines and other charges for overdue, lost or damaged materials;
- Greets patrons and provides directional assistance;
- Responds to patrons request for information and materials;
- Assists and advises patrons in the use of library equipment and resources;
- Explains library circulation policies and procedures to patrons;
- Assists and advises patrons in the use of library equipment and resources;
- Explains library circulation policies and procedures to patrons;
- Assists patrons with self-check, computer, printer, or other equipment problems;
- Assists patrons with basic reference questions as needed; refers more difficult references to appropriate staff members;
- Performs reader's advisory assistance to patrons using local materials, online resources, and other appropriate tools;
- Reviews materials and recommend additions and deletions to collections;
- Provides technical assistance and advice to library patrons downloading digital content from library holdings;
- Assists library patrons with utilizing public access computers effectively including registering, reserving, printing, and accessing data and office applications;
- Answers questions regarding library technology and performs basic troubleshooting;
- Sets up circulation desk for daily activities; prepares cash drawer; records, balances, and verifies daily receipts;
- Maintains records and files related to library service activities and projects;
- Organizes work, sets priorities, and follows up to ensure coordination and completion of assigned work;
- Refers difficult or unusual problems to appropriate supervisory and/or professional staff members;
- Builds and maintains positive working relationships with co-workers and the public using principles of good customer services.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, & PERSONAL CHARACTERISTICS:**

Good knowledge of basic public desk etiquette and methods of providing information;  
Good customer service and conflict resolution techniques;  
Broad knowledge of literature, fiction and non-fiction works to establish reader's advisory tools;  
Knowledge of standard terminology and practices related to paraprofessional library support work;  
Ability to troubleshoot and utilize library technical resources;  
Good knowledge of library policies and procedures;  
Good knowledge of modern office practices and procedures, computer equipment and software applications related to assignment;  
Ability to understand and utilize basic arithmetic;  
Ability to perform a variety of customer service functions in a public library setting, working with various cultural and ethnic groups in a tactful and effective manner;  
Ability to work with the public and assist patrons with basic inquiries and direct them appropriately in locating and using library materials;  
Ability to communicate clearly and concisely, both orally and in writing;  
Ability to interpret and explain library procedures, read, analyze, and write reports and interpret information;  
Ability to perform paraprofessional library work involving the use of computers and software programs, mobile devices and apps, and trouble shoot library equipment;  
Ability to operate standard office equipment, computer equipment and software applications related to assignment;  
Ability to make sound judgements and decisions within established guidelines and uses initiative and sound independent judgment within established guidelines;  
Ability to use library system to perform assigned duties and access various on-line resources and databases used within the library and to use their standard features to perform technical work and/or assist patrons.

**MINIMUM QUALIFICATIONS:**

- (A) Associates degree with major coursework in Liberal Arts, Library Information Systems, or related field; AND at least one (1) year of full-time paraprofessional library experience or two (2) years of increasingly responsible full-time customer public service experience; OR
- (B) Completion of a minimum of one (1) year coursework in Liberal Arts, Library Information Systems, or related field; AND at least two (2) years for full-time paraprofessional library experience or three (3) years of increasingly responsible full-time customer public service experience.