

ASSOCIATE LIBRARIAN

SUMMARY:

Under limited supervision, provides customer oriented, reference programs and outreach services to the general public; and performs related duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: *(Which are **not** in any hierarchical order)*

1. Maintains library materials and supplies in assigned areas.
2. Provides customer service at reference desk, researches and answers questions from the public and assists them in the use of the library.
3. Provides outreach services to educational and community centers by arranging on-site materials distribution and delivery.
4. Oversees activities of other staff and assigned volunteers as requested.
5. Develops, recommends, and presents programs and activities.
6. Attends meetings, conferences and training as assigned.
7. Provides readers advisory for the general public, recommends authors, materials and resources to assist customers in their information selections.
8. Provides reference services utilizing electronic resources including but not limited to online catalogs, Internet, CD-ROM products, online databases, and indexes.
9. Assists customers in use of online resources.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of library collections of targeted populations.
- Knowledge of general library practices and procedures.
- Knowledge of the proper methods of receiving, retrieving and reshelving books and materials.
- Knowledge of community interests, trends and resources sufficient for determination of book utilization.
- Knowledge of computer hardware, software and peripherals sufficient to instruct target population in their use.
- Ability to conduct reference interviews and to use print reference materials and the Internet for research.
- Skill in utilizing customer service techniques in responding to inquiries and complaints.
- Skill in utilizing computer databases to research, maintain, and update records and files.
- Skill in instructing the general public in the use of computers and other technical or audiovisual machines.
- Skill in utilizing verbal and written communication in development of administrative reports, presentations, and technical purposes.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves moderate work in an office setting. There is frequent need to stand, stoop, walk, sit, lift light objects (up to 25 pounds) and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing.

MINIMUM QUALIFICATIONS: Bachelor's degree from an accredited college or university with a major in the Arts and Sciences, two (2) years related experience in a field such as teaching, recreation, social work or book sales, or any equivalent combination of training and experience. A valid Florida driver's license is required.