

TITLE	Senior Associate-Popular Materials
CLASSIFICATION	Grade 310, Specialist Tier, Regular, Nonexempt
HOURS	Part time (20 hours/week). Evening and weekend hours required on a rotation basis and as needed. Required to adapt to future schedule changes, depending on departmental and library-wide needs.

REQUIREMENTS

Education/Experience

BS/BA degree. Experience in a library setting or other relevant experience.

Knowledge/Skills

Knowledge of basic print and online reference sources. Comfort, familiarity and basic usage skills in new information technologies, particularly in Internet research. Ability to communicate effectively in a team-oriented environment. Strong written, verbal, customer service and interpersonal skills.

Working Conditions

Work performed primarily inside the library facility. Lifts, moves, shelves books and other light materials and equipment. Occasionally required to attend meetings and training sessions outside the library facility.

REPORTS TO **Manager-Popular Materials**

POSITION(S) SUPERVISED **None**

BRIEF DESCRIPTION

BASIC SUMMARY

Westlake Porter Public Library's mission is “. . . to educate, empower, enlighten, and excite by serving as premier knowledge provider, a family activity center, and Westlake's information and community commons.” This position assists in accomplishing the mission by assisting patrons to determine their alternatives, locate materials or information, and understand how to use materials, equipment, and processes in the library.

ESSENTIAL POSITION DUTIES**% Time****1. Public Service-Popular Materials****65%**

- Provides adult services by assisting library patrons, in person, on the phone, via email, and in real time in locating materials or information to meet their informational needs. Instructs individuals in the use of the public catalog, online databases, the internet, library materials and equipment and in library policies and procedures, which may occur on a one-to-one or group basis.
- Provides readers' advisory and reference services by recommending appropriate print and online resources to patrons as requested.
- Ensures the provision of excellent customer service to patrons utilizing the Popular Materials area and its services. Handles customer suggestions and complaints in the area in the absence of department manager and/or librarian-in-charge. Explains library policies and overall service philosophy to concerned customers. Refers incidents when appropriate and/or necessary.
- Initiates referral efforts and interlibrary loan request if the material is not available at WPPL.

2. Collection Development**30%**

- Oversees the collection development of print materials in the Literature and Graphic Novel areas. Maintains quality collections through appropriate selection of new materials from a variety of resources and thorough weeding.
- Markets the collections through in-house displays and printed materials. Utilizes electronic promotion through web page visibility and the utilization of new technologies such as social networking to optimize the publicity of the collection.
- Suggests, creates and implements programs relating to the assigned collection areas.

3. Administrative Responsibilities**5%**

- Records survey data on the number and type of Popular Materials information requests received and materials used, as required.
- Compiles booklists, bibliographies, and special interest lists or materials as marketing tools, as requested.
- Completes reports and special projects, as requested.

Communication and Teamwork**Ongoing**

- Serves as a positive member of the Popular Materials Team by communicating effectively with coworkers and managers, by providing excellent customer service to the public and other departments, and by understanding and conveying the library's mission and values.
- Keeps informed of library activities and policies by attending general staff meetings, participating in regular department meetings, and by participating in training and development opportunities when appropriate and as requested or required. Keeps informed of current trends and issues in Popular Materials through memberships, trade materials, associations, etc.
- Performs miscellaneous related duties as needed by the library and assigned by the Popular Materials Manager.

PHYSICAL DEMANDS CHECKLIST

PHYSICAL STRENGTH FACTORS:

- Lifting Yes No
- Pushing Yes No
- Pulling Yes No
- Carrying Yes No
- Reaching Yes No
- Gripping Yes No
- Does job require reaching above shoulders?
 Yes No
- Does job require reaching to floor level?
 Yes No

If yes, list maximum weight: ___20 lbs. ___

PHYSICAL MOBILITY FACTORS:

- Throwing Yes No
- Sitting Yes No
- Standing Yes No
- Walking Yes No
- Climbing Yes No
- Stooping/Bending Yes No
- Crouching Yes No
- Kneeling Yes No
- Crawling Yes No
- Twisting Yes No
- Balancing Yes No

SENSORY/PERCEPTUAL FACTORS:

- HEARING:**
- Conversation Yes No
 - Sounds Yes No
- VISION:**
- Far Yes No
 - Near Yes No
 - Color Yes No
 - Depth Yes No
- PERCEPTION:**
- Spatial Yes No
 - Form Yes No
 - Feeling Yes No

WORK ENVIRONMENT:

- Inside Work Yes No
- Outside Work Yes No
- Hot/Cold Yes No
- Fumes Yes No
- Traveling Yes No
- Working Alone Yes No
- Working in a Group Yes No
- Interacting with the Public Yes No

HAZARDS:

- Machines Yes No
- Electrical Yes No
- Sharp Tools Yes No
- Slippery floors Yes No
- Congestion Yes No
- Heat/Cold Yes No
- Dust/Vapor Yes No

OPERATE:

- Equipment Yes No
- Telephone Yes No
- Computer Yes No

ACCESSIBILITY FACTORS:

- Doors Yes No
- Aisles Yes No
- Tables Yes No
- Telephones Yes No
- Staff Room Yes No
- Bathrooms Public Yes No
- Drinking Fountain Yes No
- Parking Yes No