

Kirkwood Public Library

September 2019

FLSA Classification: Non-Exempt

Position: Library Associate III –Customer Service and Information Technology Associate

Job Purpose: Supports the implementation and utilization of library technology equipment and services, maintains stacks, and positively assists patrons with inquiries and daily use of the library under the general supervision of the Director of Technology and Director of Customer Service, Cataloging and Acquisitions.

Reports to: Director of Customer Service, Cataloging and Acquisitions and Director of Technology

Responsibilities:
Provides excellent customer service and strive to end each interaction with patron in a positive manner
Performs customer service duties; check materials in and out, issue library cards, answer questions, assist with self-checkout, shelve and process holds and other items when necessary send notices, call patrons, collects fines, manages cash register, counts money
Empty the book drop on a regular basis as assigned; check in the items emptied from the book drop
Collects and processes hold list and marks items appropriately
Sort, organize and re-shelve materials in their appropriate areas throughout the library
Create and post promotional materials for technology
Assists with Technology Outreach
Alerts Director of Technology to suggested technical needs of the Library (hardware, software, etc.), Investigates options and communicates findings
Conducts technology help sessions, provides general directional and technical assistance as necessary for staff and patrons
Assists in selection of computer hardware, software and supplies, as requested
Assists with statistical collection and reports
Configures, installs, upgrades and disposes of computer equipment and software as necessary
Keeps current of all new technological procedures, processes and equipment; Attends meetings and training courses as needed to remain current with the changing technology; Self-trains in order to acquire in-depth knowledge of library supported software and equipment

Assists with 3D printing requests, maintaining the 3D print binder and request forms, as well as training staff and recommendation of new procedures
Assists with special projects as assigned.
Performs necessary repairs and maintains a log of computer-related problems; Cleans, inspects and evaluates problem equipment or printers;
Proactively communicates status reports and issues to Director of Technology and Director of Customer Service. Reports work accomplishments
Straighten and shift materials on the shelves
Read assigned shelves, send items in poor condition to relevant area
Separate, sort and deliver daily mail as assigned
Help maintain the overall neatness of the Library (i.e., toys, trash on tables, stray books, dusting)
Process transit bins both incoming and outgoing to other libraries.
Select and maintain displays/themes for assigned endcaps.
Provide Quick Reference and perform reader's advisory
Regular attendance as scheduled and performing tasks as assigned are essential job functions.
Perform other duties as assigned

Qualifications:

1. Must be flexible and able to work up to 30 hours including nights and weekends.
2. Strong customer service skills; must be able to deal with the public in gracious and professional manner
3. Experience working with a variety of technology, hardware / software.
4. Commitment to high level of public service. Must be willing to work cooperatively with and around people of all ages.
5. Good judgment with analytical and problem-solving skills
6. Ability to exercise initiative and independent judgment
7. Ability to establish and maintain effective working relationships.
8. Effective oral and written communication skills.
9. Ability to stand for long periods of time; ability to bend and stoop frequently to reach low shelves, reach high shelves, lift heavy books, and push a full book cart.
10. Ability to lift a minimum of 30 pounds.
11. Be willing to acquire knowledge (sometimes on the fly) of new technology available in and outside of the library and have the ability to translate that knowledge to patrons and fellow staff members.
12. Ability to work in a public service area that is busy, sometimes noisy and with frequent interruptions.
13. Strong computer skills including basic knowledge of Windows based computers, the internet (navigation and use), email, and personal devices (tablets, smartphones).