

# CONNECTICUT COMMUNITY COLLEGES

## Job Description

### Library Associate

**Salary Level:**  
**14**

**Date Approved/Revised:**  
**Approved: 10/01/02**

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#### **Position Purpose**

The Library Associate performs and leads support staff in one or more library functions in the library or learning resource center of a Community College which provides library services to students, faculty and citizens of the communities served by the College. These library services may include: circulation; acquisitions; interlibrary loans; reserves; on-line copy cataloging; basic reference and readers' advisory.

The position's role involves the beginning professional practice of librarianship in the library's support of the instructional and learning mission of the College. Incumbents may provide coverage of the library during assigned periods.

#### **Supervisory and Other Relationships**

The Library Associate typically works under the direction of a Director of Library Services or other designated administrator. Technical or functional guidance may be provided to the position by a Librarian.

The position leads or supervises support staff such as Library Assistants and student workers who perform such work as circulation of materials, shelving and retrieving materials, clerical support for acquisitions processing and processing of reserves. The position may be designated to provide in-charge coverage of the library at established times.

The position is expected to have extensive relationships with students, faculty and members of the public as well as the other staff members of the library. These relationships emphasize the public service nature of the library and, therefore, demand of the Library Associate a high degree of courtesy, cooperation and genuine interest in assisting others in the pursuit of learning. The incumbent is expected to collaborate with academic and student services departments to contribute to attracting and retaining students.

#### **Major Accountabilities**

The Library Associate is accountable for providing and overseeing helpful, efficient and courteous service to the library's patrons to support their use of the library's resources through effective performance in one or more of these essential functional areas, as assigned:

(Major Accountabilities - continued)

- Circulation
- Interlibrary Loan
- Technical Services
- General Public Service
- Training and Leading Staff

### **Examples of Essential Duties and Accountabilities**

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties, Other essential duties may be assigned consistent with the general scope of the position.

A. Circulation: The Library Associate is accountable for contributing to the efficient lending and responsible recovery of library materials by performing and overseeing circulation services. This accountability includes such essential tasks as:

1. Overseeing and performing the charging and return of library materials, including examining those materials for damage and for completeness of sets of materials; this task includes the operation of the library's automated circulation system;
2. Overseeing and performing the issuance of library cards and on-line records;
3. Overseeing and performing calculation, collection and recording of fines and fees;
4. Managing and controlling the appropriate circulation of reserve items;
5. Participating in collection development by advising selectors on circulation patterns.

B. Interlibrary Loan: The Library Associate is accountable for assisting the library's patrons to obtain the use of materials not available in the library's collection and for assisting other libraries to borrow materials from the library by performing and overseeing the processing of interlibrary loan requests. This accountability includes such essential tasks as:

1. Performing and overseeing the processing of patron interlibrary loan requests, involving on-line searches of national databases and selecting lender library sources according to costs and delivery time; this task may involve making telephone contact with other libraries to arrange for borrowing the materials;
2. Performing and overseeing the processing of requests from other libraries to borrow from the library, including arranging for shipment and return of loaned materials;
3. Developing and maintaining records of location and status of borrowed or loaned materials.

C. Technical Services: The Library Associate is accountable for the processing of acquisitions and their on-line copy cataloging to contribute to the development and organization of the library's collection. This accountability includes such tasks as:

1. Performing and overseeing the preparation of orders to vendors for purchase of library materials according to selection instructions from the library's authorized selectors; this task involves making on-line bibliographic verification and placing orders by an automated system;
2. Performing and overseeing the processing of materials received by the library, including determining the accuracy of the shipment and performing or arranging for their preparation for circulation; this task may include the processing and management

of periodicals and serials; the task also may include the requirement to contact vendors to resolve discrepancies in orders;

3. Performing and overseeing on-line copy cataloging of materials, involving verification of bibliographic information and creating a record of new materials within the library's holdings.

**D. General Public Service:** The Library Associate is accountable for providing and overseeing helpful and useful assistance to the library's patrons to aid in their effective use of the library's resources. This accountability includes such essential tasks as:

1. Performing basic reference assistance to patrons;
2. Assisting and instructing patrons in the use of automated and on-line bibliographic and reference methods and in the operation of the library's computers and other equipment;
3. Providing readers' advisory assistance and aiding patrons in locating materials for their purposes;
4. Overseeing and participating in making the library's collection accessible to patrons including such tasks as shelf reading, shelving and organizing the physical location of materials.

**Note:** The incumbent may be designated to provide coverage of the library at assigned times which may include evenings and weekends.

**E. Training and Leading Staff:** The Library Associate is accountable for assuring that assigned staff are appropriately qualified and that they provide effective service to the library's patrons. This accountability includes such essential tasks as:

1. Selecting or participating in the selection of assigned staff;
2. Training and developing assigned staff in the skills needed for effective performance;
3. Providing useful work direction to assigned staff;
4. Participating in review of assigned staff members' performance.

**Professional Participation and Development:**

In addition to the accountabilities listed above, the Library Associate is required to carry out the essential duties of:

- attendance and participation at convocation and commencement ceremonies;
- service on assigned committees and task forces;
- attendance and participation at committee, staff, informational and professional meetings.

All of these may involve attendance at evening or weekend events.

The incumbent is required to maintain currency in the position's required fields of professional expertise and competencies. In addition, the incumbent is required at all times to interact in a courteous and respectful manner with students, faculty, public and co-workers and to maintain complete confidentiality of student records and other materials or information of a confidential or sensitive nature.

**Qualifications**

The Library Associate is required to have: demonstrated ability to perform one or more functional areas of librarianship at a beginning professional level of competence; demonstrated ability to train and guide library support staff; demonstrated ability to interact favorably with library patrons; strong information technology literacy skills.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a bachelor's degree, with preference for Library Technical Science or a subject area related to library services in the academic field, together with 0-3 years of related experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

### **Work Environment**

Position incumbents perform most of their work in a library room or learning resource building with shelves of books and magazines, instructional media equipment and supplies, and rooms or spaces for mending and binding books. Both public areas and technical service areas are equipped with personal computers for catalog and bibliographic searches as well as such equipment as bar code readers and encoders for circulation management. Incumbents may stand and walk for a substantial portion of work days in addition to sitting at work stations or computers. Incumbents are required to use intellectual skills involving thinking, analyzing, instructing and interacting with others in a helpful way. They use office equipment such as personal computers involving fine motor skills and requiring visual ability to see computer monitors and to read written materials. Incumbents may lift and move books and magazines which may weigh several pounds. Incumbents may be required to travel to meetings and conferences which involve travel by automobile or public conveyance.

Reasonable accommodation will be made for candidates with physical limitations.