



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 906.6

Job Title: **LIBRARY ASSOCIATE**

Pay Grade: 10

GENERAL SUMMARY:

Performs general library duties including staffing the customer service desk. Supports basic programs (youth, adult, technology), general reference and technical processing. Checks materials out and in and shelves materials.

RESPONSIBILITIES:

- Performs customer service desk duties to connect customers to the information they seek within a broad field of knowledge. Duties are performed in person or over the phone and under the guidance of a manager or professional librarian.
- Performs circulation duties including check in and out, processes holds and new materials, shelving, applications, interlibrary loan requests, and explaining library fees.
- Assists with adult, teen, or youth events and classes including program planning, setup, and statistics collection.
- Provides information about City services, ordinances, policies, procedures and/or pricing.
- Assists with community relations activities and outreach and develops programming for all ages, including teaching classes and providing youth programming.
- Assembles and arranges displays and bibliographies of books and other library materials.
- Engages in library educational development to remain up to date on current library trends and customer service standards.
- Performs other tasks as assigned.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma/GED.

EXPERIENCE:

Six months of customer service or library experience working face to face with customers.

COMPLEXITY:

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies, and procedures.

IMPACT OF ACTIONS:

Errors in work cause some expense and inconvenience. Work is typically performed under moderate supervision and within standard operating procedures. The supervisor is available to answer questions as they arise.

SPECIFICATIONS (continued):

SUPERVISION EXERCISED:

Direct Supervision:

No direct reports.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical and technical staffs and occasionally with professionals and supervisors. Interaction involves routine information exchange and/or service activity requiring common courtesy, e.g., answering questions, giving directions in response to requests.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors, and professional contacts with allied organizations. Interaction requires routine information exchange and/or service activity that requires common courtesy, e.g., directing calls, and answering questions.

PHYSICAL EFFORT:

The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature, and air conditions.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements in a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Library Associate

Senior Library Associate

Effective Date: November 2024