



# CITY OF HOUSTON

## JOB DESCRIPTION

---

---

Job Code: 906.7

Job Title: **SENIOR LIBRARY ASSOCIATE**

Pay Grade: 12

### **GENERAL SUMMARY:**

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

### **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 under the guidance of a manager or professional librarian.
- Leads and performs circulation duties including check out and in of materials, processes holds and new materials, shelves, applications, inter-library loan requests, and explains library fees.
- Coordinates adult, teen, or youth events and classes which includes program planning, setup, presentation, and data collection.
- Assists with community relations and outreach activities. Develops programming for all ages, leads classes and provides youth programming.
- Participates in the training and development of Library Associates and less experienced personnel.
- Provides information about City services, ordinances, policies, procedures and/or pricing.
- Responds to moderately complex problems, complaints and/or requests and resolves identified problems and/or escalates.
- 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:**

Requires one year 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.

## **SPECIFICATIONS (continued):**

### **IMPACT OF ACTIONS:**

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves serving in a lead capacity in the library service desk operations.

#### **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*