



Office of Human Resources  
Library Program Associate - LA2397

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### General Statement of Duties

Performs entry-level professional work assisting in the preparation and/or presentation of courses, lectures, and in-service instruction, and performs other educational and informational services including subject research and documentation geared toward public outreach and the promotion of organizational objectives.

### Distinguishing Characteristics

This class is distinguished from the Cataloging Assistant, which performs paraprofessional library work classifying and cataloging nonfiction materials using multiple databases and the Dewey Decimal System; and is distinguished from the Librarian classes which require a Master's Degree and performs the research and maintenance of library collections, recommends purchases, and promotes library activities.

### Level of Supervision Exercised

By position, performs lead work.

### Essential Duties

Prepares and presents informational, educational, and recreational materials for courses, classes, lectures, exhibits, workshops, and on-line instruction for the purposes of public outreach, promotion of organizational goals and objectives, and enhancing the knowledge, skills, and abilities of children, youths, and adults.

Promotes customer understanding and knowledge of a wide range of services and programs available to them through the organization.

Assists higher level staff and management in identifying community needs, tastes, trends, and available resources and remains up-to-date on current information in the marketplace and/or field of study.

Assists in training staff and volunteers on work and/or agency/department procedures, rules, and regulations; and oversees the day-to-day operations of the organization in the absence of management.

Devises and implements training and orientation programs for in-service staff and volunteers.

Researches, develops, coordinates, and implements educational and instructional programs in order to promote organizational services and establish awareness through public outreach; and creates materials to promote programs.

Evaluates, tracks, and reports on program outcomes, which includes reviewing and analyzing related program procedures, may identify desirable modifications for participants and make recommendations for change.

Participates in continued educational activities and attends job-related workshops.

Provides accurate and consistent access to information, materials, and services for customers in a timely manner.

By position, performs lead worker over employees and volunteers in developing and modifying work plans and work schedules, determines work priorities, reviews work for accuracy and completeness, and resolves problems encountered during daily operations and determines appropriate solution.

By position, serves as a program liaison or community representative, serving on various committees, works with internal and external clients, develops community partnerships, and responds to inquiries for additional information.

By position, instructs and demonstrates proper use of equipment, and creates and maintains procedural manuals.

By position, assists customers in all library circulation and registration functions, including collecting and negotiating fines and fees.

By position, assists in the development and maintenance of library collections and databases.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### **Competencies**

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

### **Knowledge & Skills**

None

### **Education Requirement**

Bachelor's Degree in Library Science or a related field.

### **Experience Requirement**

None

### **Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

### **Licensure & Certification**

None

**Working Environment**

For DPL Positions Specifically:

Potential exposure to infections and contagious diseases.  
Subject to varying and unpredictable situations.  
Subject to many interruptions.  
Pressure due to multiple calls and inquiries.  
Handles absentee replacement on short notice.  
Handles emergency or crisis situations.  
Personal Safety: aware of surroundings, people, and events.

**Level of Physical Demand**

For DPL Positions Specifically:  
2-Light (10-20 lbs.) to 4-Heavy (50-100 lbs.)

**Physical Demands**

For DPL Positions Specifically:

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: Remaining in a stationary position.  
Reaching: Extending the hands, arms, or other device in any direction.  
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.  
Fingering: Picking and pinching, through use of fingers or otherwise.  
Talking: Communicating ideas or exchanging information.  
Hearing: Perceiving and comprehending the nature and direction of sounds.  
Repetitive Motions: Making frequent or continuous movements.  
Eye/hand/foot coordination: Performing work through using two or more body parts or other devices.  
Walking: Ability to move or traverse from one location to another.  
Carrying: Transporting or moving an object.  
Pushing: Exerting force upon an object so that it moves away from the person.  
Pulling: Exerting force upon an object so that it is moving to the person.  
Balancing: Maintaining equilibrium.  
Stooping: Positioning oneself low to the ground.  
Kneeling: Assuming a lowered position.  
Crouching: Positioning body downward and forward.  
Lifting: By Position, may move objects 10-20 pounds, 20-50 pounds, or 50-100 pounds from one level to another.  
Standing: Remaining in a stationary position.  
Written Comprehension: Ability to discern the meaning of written words.  
Neck Flexion: Perceiving objects located above or below.  
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.  
Kneeling: Assuming a lowered position.

**Background Check Requirement**

Criminal Check  
Education Check

**Assessment Requirement**

None

**Probation Period**

None

**Class Detail**

**Pay Grade: A-615**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**