

Full-time Library Associate, Norris Millet, Sr. Library in LaPlace, LA – St. John the Baptist Parish Library

Grade 6: \$21.13 – 21.56 hourly

St. John the Baptist Parish Library seeks an enthusiastic member to join our public service staff as a Library Associate, Full-time.

Under the supervision of the Branch Supervisor, the Library Associate provides front-line service to the public and must be prepared for the variety of demands, tasks, and daily interactions. Library Associates perform a range of clerical duties, information services, public interactions and support and can act as the lead worker in the absence of a supervisor. Library Associates work any hours that the library is open, including evenings and weekends.

This is an ideal position for an engaging person to further their development in libraries.

General Job Duties:

Provide customer service

- Explain library policies and services to all patrons
- Register borrowers and maintain patron records in an accurate and timely manner
- Provide customer service to patrons in person, by telephone and email
- Assist patrons with computers (library catalog, internet, word processing and MS Office Suite)
- Contribute to program and event planning and presentation, including craft/art project
- Utilize library resources online and in print to answer patron questions under supervision of the Branch Supervisor

Contribute to efficient daily operations

- Prepare the library building and equipment for opening and closing
- Monitor and maintain the collection and shelve books
- Contribute to the welcoming, informative, and attractive environment of the library (displays, bulletin boards, exhibits, decorations)
- Be aware of workflow and daily operations and provide guidance as required
- Follow the policies and procedures put forth in the Library policy and operation manuals
- Maintain the confidentiality of library operations and business of the library, staff, and patrons
- Work cooperatively and in professional harmony with coworkers, supervisors, administration, and the community
- All other duties as assigned

Required Skills and Abilities:

- Must have a proactive and customer-focused public service approach and generally a respectful, kind attitude when working with a diverse public of all ages and walks of life
- Must have computer skills utilizing the internet, word processing, data entry, other software
- Ability to explain, demonstrate, and teach in one-on-one and group settings
- Ability to work calmly in pressure situations such as emotionally charged customers and handling complaints, meeting deadlines, and juggling multiple activities and requests for assistance
- Interest in and knowledge of literature and other sources of information available at the library
- Enthusiasm for creating and conducting library programs for all age groups
- Exhibit creativity in designing displays
- Knowledge of library organizational systems such as the Dewey Decimal System
- Maintain excellent written and oral communication skills

Minimum Qualifications:

- 1. Bachelor's Degree with 2 years of library or comparable experience**
- 2. Proficiency with computers, software and internet use and other technology devices**
- 3. Understanding of public library services and tenets**
- 4. Ability to lift 25 pounds.**

Ideal candidate will excel in the following five (5) Core Professional Attributes that contribute to the success of the St. John Parish Public Library.

Accountability – Making a commitment to the organization, meeting obligations, adhering to policy and accepting responsibility, demonstrating personal integrity, earning trust, modeling ethical behavior, and understanding perceptions of behavior.

Communication – Expressing ideas, listening for understanding, giving feedback, and facilitating open communication.

Customer Service – Meeting customer expectations, providing proactive service, resolving customer concerns, managing customer expectations, and following up to ensure satisfaction.

Initiative – Identifying what needs to be done, taking action, adding value and participating in change.

Teamwork – Contributing to the team, working cooperatively toward shared goals, resolving conflict, building team capability and celebrating success.

Supplemental Information:

Physical Activities

N = Never; R = Rarely (Less than 25%); O = Often (25% - 75%); A = Always (More than 75%)

Standing	O	Sitting	O
Walking	O	Bending	O
Stooping	R	Kneeling	R
Crawling	R	Climbing	R
Typing	O	Grasping	O
Talking	O	Hearing	O
Repetitive motions of hands/wrists	O	Handing	O
Repetitive motions of feet	O	Reaching	O

Average number of pounds through a normal day that are pushed, pulled, etc. and the distance over which the weight is moved:

Activity	Average Number of Pounds	Distance Weight is Moved
Pushing	25	200 ft
Pulling	25	200 ft
Lifting	30	200 ft
Carrying	30	200 ft

Examples of physical activities required in this position:

Standing and reaching while creating displays, moving materials and delivering presentations.

Sitting at workstation and typing on computer

Pushing booktrucks

Walking through library

Speaking on phone

Possible Hazards (chemicals, dangerous machinery, etc.)

None known.

Interested applicants, please submit cover letter, resume, and application found at the following <https://stjohnlib.com/wp-content/uploads/2020/08/St.-John-Library-Employment-Application.pdf> to Amy Riche', Assistant Library Director, at ARiche@stjohn.lib.la.us. This advertisement closes 9/13/2021 at 5pm.

In addition, please provide answers to the following questions:

1. What's the last great book you read?
2. Why do you think libraries are important?

Equal Opportunity/Affirmative Action Employer/Women/Minorities/Veterans/Disabilities

