

Library Associate I – Behaviors

1. Assists the public in use of resources

- a. Analyzes customers' questions to decide search strategy.
- b. Asks if customer knows how to use recommended sources, and explains those that are unfamiliar.
- c. Demonstrates ability to correctly use basic reference tools.
- d. Demonstrates ability to correctly use basic commands for on-line databases, e.g. library catalog, magazine index, Internet, etc.
- e. Uses good judgment in finding the correct source for answering the customers' questions, in a timely manner.
- f. Stays current with new/updated reference materials (print and electronic).
- g. Assists customer in using search tools.
- h. Reads local and national newspapers on a regular basis.
- i. Demonstrates knowledge of sources for information about local programs and events.
- j. Demonstrates knowledge of sources for information about national, state, and local news events.

2. Performs basic searches to locate information

- a. Makes eye contact with customer as they approach the desk.
- b. Gives friendly verbal greeting such as, "May I help you?"
- c. Gives patron full attention while listening to request.
- d. Accepts all questions as valid and legitimate.
- e. Searches appropriate databases and/or Reference tools.
- f. Accompanies customer to appropriate shelves/area.
- g. Makes referral when appropriate, within the system or to outside sources.
- h. Ascertains if patron has any other information needs.
- i. Maintains customer confidentiality.

3. Plans and conducts programs for the public

Program Development and Presentation

- a. Submits storytime themes or programming ideas to department.
- b. Researches and selects materials and activities appropriate to ages and needs of selected group.
- c. Incorporates a variety of materials and techniques including finger plays, physical activities, flannel boards, music, crafts, videos, or demonstrations.
- d. Prepares and/or collects materials and/or handouts for activities.
- e. Prepares any necessary publicity and/or signage.
- f. Sets up materials and displays in program area before scheduled program.

- g. Establishes rapport with the group – uses eye contact, demonstrates
- h. enthusiasm and spontaneity.
- i. Exhibits understanding of group dynamics and developmental readiness of group when presenting storytime or program.
- j. Assists participants with selection of materials for circulation following program.
- k. Cleans up program area immediately after last storytime session or program.
- l. Records attendance statistics.
- m. Evaluates effectiveness of completed program/series and reports results to supervisor.
- n. Consults with branch head when a program needs to be canceled because of weather or insufficient registration, notifies registered patrons and other affected departments.

Program Planning – Outside Presenter

- a. Submits program idea or theme and name of possible presenter to supervisor
- b. Researches presenter best suited to theme and age group, checking references when possible.
- c. Contacts presenter and schedules date and time, being sure to verify content, age group, acceptable audience size, space, equipment requirements of program, if applicable.
- d. Sends letter to presenter verifying all facts discussed in phone call.
- e. Arranges for payment at least two weeks prior to event, when applicable.
- f. Prepares necessary publicity and needed signage.
- g. Prepares registration sheets when applicable.
- h. Calls presenter to confirm their commitment, one week before program.
- i. Prepares introduction, requesting information from presenter if necessary.
- j. Prepares program area according to presenter's specifications.
- k. Introduces presenter.
- l. Records attendance statistics.
- m. Sends letter of thanks to presenter (especially those who volunteered their services.)
- n. Evaluates effectiveness of program and reports results to supervisor.
- o. Participates on system program planning team.

4. Reviews, orders and maintains special collections.
 - a. Weeds collection in assigned areas.
 - b. Reads reviews of books and other materials and forwards requests to appropriate department.
 - c. Recommends additions to branch collection based on identified branch needs.
 - d. Balances collection needs and budgetary allocations.
 - e. Determines appropriateness of free materials received and places them in the branch according to system guidelines.
 - f. Monitors free materials on a continued basis to ensure that they are current and useful.
 - g. Explains system policy for accepting or refusing free materials.
 - h. Obtains and disseminates State and federal tax forms and reproducibles.
 - i. Maintains display of tax forms and pertinent information during tax season.
 - j. Maintains files of previous years' tax forms.
 - k. Assesses on an annual basis the circulation and branch use of current periodical holdings.
 - l. Determines need for additional periodicals based on patron requests and branch needs.
 - m. Makes decisions on dropping and adding of periodicals based on annual assessment, budget allocations, and space availability.
 - n. Submits list of drop/adds to designated department in a timely manner.
 - o. manner.
 - p. Coordinates with appropriate branch staff for shelving and weeding of periodicals.
 - q. Creates display labels for periodicals.
 - r. Recommends shelving purchases.
 - s. Informs designated department of subscription problems and follows up on their resolution.

5. Retrieves materials through ILL
 - a. Checks availability of materials within system and explains relevant options to customer.
 - b. Offers to place a hold or reserve on requested material.
 - c. When necessary, calls owning agency and asks that materials either be sent or held there for customer.
 - d. If material is not available in the system, offers possibility of inter-library loan.
 - e. Demonstrates and explains MARINA to customers
 - f. Follows system procedures for documenting loan requests.
 - g. Notifies appropriate department of collection needs.

6. Conducts group tours, training and orientation

- a. In consultation with department head schedules mutually convenient time for group tours and clarifies with group what tour will include.
- b. Schedules training classes and orientations.
- c. Places pertinent information on branch calendar.
- d. Organizes tour, training content or orientation presentation and information to be given to group.
- e. Creates handouts when appropriate.
- f. Gives tour/training/orientation in enthusiastic and welcoming manner, making sure to include all pertinent information.
- g. 5. Records attendance statistics and collects evaluation statistics.

7. Arranges displays and publicity for popular topics

- a. Chooses themes and materials appropriate to display and keeps display full.
- b. Creates and/or requests appropriate decoration and signage to accompany display.
- c. Arranges materials on shelves for display.
- d. Mounts and removes display.
- e. Coordinates themes and materials offered for display by the public.
- f. Schedules displays in branch.
- g. Prepares press releases and hand out literature for featured popular topics.
- h. Prepares public service announcements for radio and television.

9. Reader's Advisory

- a. Treats Reader's Advisory request as any other information request.
- b. Browses review sources.
- c. Reads book jackets of new titles on "new book" shelf whenever possible.
- d. Examines annotated bibliographies, such as Genreflecting and A to Zoo, appropriate for adults and children.
- e. Knows where branch Reader's Advisory files/notebooks are kept and refers to them to answer Reader's Advisory requests.
- f. Shares recommendations with staff and patrons.
- g. Knows other staff's interests and defers to them on questions in their area of expertise.
- h. Develops Reader's Advisory lists when appropriate.

10. Performs Circulation Procedures - See Circulation Clerk Behaviors

11. Attends and completes Library Associate Training Program for certification.

EXCEEDS STANDARDS GUIDELINES

Definition of EXCEEDS STANDARDS:

Substantially exceeds the standard consistently with little or no prompting
The following behaviors can be used as guidelines by supervisors when writing supporting comments for the rating of "Exceeds Standards."
This is by no means an exhaustive list. Supervisors and staff are encouraged to document additional examples of "Exceeds Standards" behaviors.

- a. Consistently completes own work and helps others maintain the quantity and quality of their work.
- b. Keeps assignments and jobs organized for high production.
- c. Wastes no time going to next task.
- d. Prepares ahead to maintain high quality and quantity of work.
- e. Regularly accepts extra projects as a challenge and accomplishes them promptly.
- f. Consistently submits ideas for improving quality of work.
- g. Actively seeks opportunities to enhance own areas of expertise.
- h. Consistently and correctly interprets policies and procedures and is able to apply them to new and difficult problems.
- i. Decisions made are clear-cut, supported by facts, and effects are fully considered.
- j. Plans are flexible enough to allow for unexpected priorities.
- k. Extensively troubleshoots equipment
- l. Serves as a resource for department, branch or system
- m. Represents the library at more than one local event or community meeting.
- n. Participates on boards or committees of local organizations.