

**ALLEGAN DISTRICT LIBRARY  
JOB DESCRIPTION**

**Position:** Member Services Associate  
**Band:** IV  
**Status:** Non Exempt  
**Salary Range:** \$9.00-\$12.00  
**Supervised By:** Library Director  
**Supervises:** No supervisory responsibilities

**Position Summary:**

Under the supervision of the Library Director, provides front line member service activities including providing technical and information services to patrons. Promotes an exemplary member/visitor experience. This position is part-time and non-benefited.

**Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

- Ensure an exemplary library experience by greeting, assisting, instructing and promoting library services to members in a positive and pleasant manner.
- Use library automated circulation system to circulate materials to library members, including checking materials in and out, processing holds, registering borrowers, collecting fines and fees and processing lost/paid items per set procedures.
- Provide reference and readers' advisory, computer, database, inter library loan and referral assistance to members directly, by telephone or by email.
- Assist with troubleshooting problems and training library members in the use of the public access catalog, internet, electronic databases and other library resources.
- Interpret library policy to effectively resolve member inquiries within the scope of the position.
- Answer telephone inquiries and provide general assistance. Redirect members appropriately for additional services.
- Perform essential daily operations including opening and closing of circulation desk and building, counting money, emptying book drop and shelving library materials when needed.
- Encourage, establish and maintain effective working relationships with the library director and coworkers.
- Maintain handout materials, including brochures, forms, and/or procedural books.
- Monitor public areas for appearance and compliance with library policies.

- Perform administrative tasks such as mail check-in and assisting in the processing or inter-library loans and new books and materials.
- Performs related work as required.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- A high school diploma and two years of experience working in libraries, customer service, or related work experience.
- Level IV Professional Librarian Certification; or acquired as part of professional development goals. [Is this still important? We have not required this in actual practice.]
- Dedication to providing an exemplary library experience to members and visitors.
- Technical proficiency and the ability to learn the library's automation system.
- Knowledge of computer software, including databases, spreadsheets, word processing and other applications.
- Excellent interpersonal skills with the ability to make connections and establish positive working relationships with co-workers and the public.
- Ability to learn library automated circulation system and stay current on available technology and office equipment.
- Ability to adapt to changes in technology, member expectations and community needs.
- Ability to follow instructions, work within a team and respond to management direction.
- Ability to effectively communicate ideas and concepts orally and in writing.
- Ability to work under stress, frequent interruptions, and changes in work priorities.
- Ability to work a varied schedule including nights and weekends.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

- Regularly required to communicate with others in person and on the telephone.
- Regularly required to access and retrieve books, periodicals and other materials that vary in weight, size and shape and may be located at heights ranging from floor level to over-head level.

- Regularly required to lift and/or move items up to 25 lbs.
- Regularly required to stand, walk, bend, kneel, crawl, reach, climb, balance and sit.
- Regularly required to review and produce written and computerized documents.
- Regularly required to stand for extended periods at a busy service desk with a moderate noise level.
- Regularly required to work nights and weekends.