

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Class Code: 001191
Grade: 18
FLSA: Non-Exempt**

LIBRARY ASSOCIATE

DEFINITION OF CLASS:

This is paraprofessional entry-level library work responding to questions and processing, storing, and circulating information in various physical and electronic formats. Employees in this class may work on the public services desk a large percentage of their work schedule and may be scheduled to work the Circulation Desk.

MAJOR DUTIES:

The main purpose of the work is to provide library services by helping customers locate information and information resources by leading, retrieving, and delivering information resource materials from the library's collection. There is also some programming for targeted audiences. The employee often works at a public services desk (consolidated or single-service) at a library, but may work in the Ask-a-Librarian function (which involves telephone and electronic communication with customers, including 'live chat' and other social networking media) or in a more specialized functional area, such as cataloging or community outreach. Information services require knowledge of library and community resources and reference services in electronic and print media. The employee is trained in the principles, practices, standards, techniques, and methods of paraprofessional librarianship through formal training and on-the-job assignments.

EXAMPLES OF DUTIES: (Illustrative Only)

- Provides information services, including reader's advisory and reference services, to meet information and reading needs of customers by providing basic research and answering reference questions, directing customers to specific library materials, making referrals to appropriate libraries or other external sources of information and, if possible, facilitating access to such sources. May prepare and maintain desk schedules for information staff.
- Uses public access catalogs and databases to locate material, place reserves and search indices.
- Accesses online electronic databases to locate ready-reference information not otherwise available in library sources.
- Observes, plans, and conducts program modules for selected groups (children, teens, adults), including babies, preschool children, school groups; includes storytimes, book talks, cultural events, multimedia programs, and liaison activities with school and community groups including Summer Reading Program
- Typically specializes in one or more areas, such as adults, teens, virtual services, cataloging, and children's services, requiring some knowledge of adult/child learning theory, early literacy, brain development, and English as a Second Language (ESL), etc.
- Makes community presentations; prepares library exhibits and displays; identifies items of high potential demand or widespread interest.

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- Participates in collection maintenance; catalogs materials for inclusion in the collection. Processes material for inclusion in the Ask-a-Librarian collection.
- Maintains indexes, files, and other records in various manual and/or electronic formats.
- Attends in-service training.
- Stays abreast of changes in MCPL policies and procedures, and technologies used by MCPL.
- Attends trainings, meetings, and workshops for professional development.
- Prepares graphics for public programs and public displays.
- May be assigned to the joint information/circulation service desk or the circulation desk.
- Retrieves and enters data and information using computer terminal.
- As assigned, provides library service to specialized populations.
- Troubleshoots elementary branch technology problems to meet the needs of customers, as required for effective customer service including assisting with access, and/or solving sometimes complex printing, copying, and scanning issues. If unable to resolve technology problems, refers them to the appropriate staff member.
- May provide trainings/demonstrations as assigned.
- Assists customers in accessing electronic information.
- Merchandises collection at community collection; maintains outside community collections at a variety of locations.
- May shelve materials when necessary.
- As needed, opens, or closes the library, as scheduled, following procedures that apply to opening and closing, such as unlocking doors, etc.
- Creates and helps design library promotional and marketing materials (flyers, posters, bookmarks, pamphlets)
- Outreach planning that involves research to identify potential library partners/contact, creating an outreach map. Organizes presentations and selects materials for designated outreach visits.
- Creates and distributes library cards to the general public, Montgomery County Government Staff, Montgomery County Public Schools, Head Start, and private school students as part of the Library Link initiative. Contacts internal staff or external contractors directly regarding branch maintenance, computer problems, and urgent situations.
- Recruits, trains, and supervises volunteers for various projects and programs.
- Prepares booklists and pathfinders for use of both customers and staff.
- Assists with data collection by compiling statistics on a variety of topics, such as programs organized, number of people attending programs, books processed, etc.
- Makes recommendations for improvements to the library policies and procedures based on direct public service experience and library user feedback.
- Oversees 3D printing operations, including accepting and processing online 3D submission forms; operating 3D printer machines and performing basic maintenance; re-ordering 3D printing supplies; training other staff; maintaining statistics on customer usage of the service.
- Participates in special projects and system-wide and county-wide committees.
- Performs related duties as required.

SUPERVISORY CONTROLS:

Under direct supervision and training of senior staff, which may be supplemented by mentoring/coaching by a full performance or senior level professional, an employee in this class provides public services to customers of the library of assignment.

Library Associate**Class Code: 001191****SUPERVISION EXERCISED:** Employees in this classification do not supervise other positions.**GUIDELINES:**

Assignments are carried out in accordance with established library practices and procedures. The incumbent uses judgment in locating, selecting, and applying the appropriate guidelines, references, and procedures to specific cases. Deviations in the work and unfamiliar situations not covered by instructions are referred to the supervisor.

COMPLEXITY:

The complexity of the work is marked by 'active listening' and thoughtful probing to help clarify customer wants/needs, by building the skills necessary for accessing and using public access catalogs, Internet resources and a wide range of online resources, by building the skills necessary for providing the appropriate information and sources to customers clearly, concisely and completely, making a referral to another library or providing service another way, such as placing reserves and recommending specific Inter Library Loan, and by building the skills necessary for planning and preparing programs for children, teens or adults by considering wants/needs, content/manner of presentation and other factors to obtain and maintain audience interest and participation.

SCOPE AND EFFECT:

The impact of properly performed work is realized by customers in effective information services, programming, and outreach or by the effectiveness of other work, such as merchandizing, weeding or processing of materials. Some work on branch committees, projects and initiatives may result in systemwide improvements.

CONTACTS:

The majority of contacts are with customers in person or by telephone to assess needs and provide information.

PUBLIC SERVICE /ASSISTANCE:

An employee in this class typically provides public service and assistance on a short-term, on-going basis. Service typically involves questioning customers to determine the nature of assistance that is required and deciding how to successfully deliver that assistance as well as providing instructions in the use of library reference and electronic tools. Public service also includes, in working under the direction of senior staff, helping develop or present programs or program modules to various groups and participating in meetings with groups to explain and promote library services.

HAZARDS:

Potential for interpersonal conflict situations and, at times, some potential for aggressive or unpredictable behavior by customers

MINIMUM QUALIFICATIONS:

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Education: Graduation from an accredited college or university with a Bachelor's Degree, supplemented by training or formal academic coursework as outlined under the Licenses, Registrations, Certifications, or Special Requirements section of this class specification.

Experience: None

Substitution: N/A

Equivalency: None

Knowledge, Skills, and Abilities:***Advanced Knowledge of:***

- Knowledge of (or ability to rapidly acquire knowledge of) the library's computers, printers, copiers, and other electronic equipment to assist customers. This includes staying abreast of technological changes.
- Knowledge of (or ability to rapidly acquire knowledge of) departmental graphic standards to design compliant signs, handouts, exhibits, displays, and promotional materials.
- Knowledge of (or ability to rapidly acquire knowledge of) bodies of information applying to general services or the assigned program area(s), such as knowledge of governmental requirements, assistive technologies and related information applying to public library services for disabled persons to provide services.
- Knowledge of the circulation desk duties and responsibilities.
- Knowledge of the functions and methods of information classification systems such as using MCPL integrated library system (ILS) and OCLC cataloging utility and MCPL policies and procedures.

Skill In:

- Skill in problem solving to select, organize, and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include building skills in using the reference interview to ascertain customer wants/needs, in selecting appropriate sources of information, in using effective search techniques, and in identifying and presenting critical content of exhibits/displays and informational, educational, and promotional materials.
- Skill in written communication to understand written information (including facts, assertions, and arguments), and to express information in writing so that others will understand. This includes but is not limited to skill in syntax, grammar, punctuation, and spelling to prepare signs and promotional materials, in searching for information, and in reading and understanding policies, procedures and standards applying to assignments.
- Skill in oral communication to understand verbal information (including facts, assertions, and arguments) and to express such information verbally so that others will understand. This includes skill in encouraging effective oral communication by others, such as customers seeking information services, in listening actively during the reference interview, and in speaking to groups and in programs.
- Interpersonal skills to interact effectively with personal contacts in customer service-oriented, businesslike manner. This includes ability to deal courteously, tactfully, and effectively with customers, including, at times, irritated, aggressive, or unpredictable people.
- Skill in using a computer, software (including specialized databases) and peripherals for various tasks.
- Skill in instructing customers in formulating effective search strategies.
- Skill in leading customers to appropriate information resources.

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Ability to:

- Ability to build knowledge of, and skills, in information services, programming, outreach and other functions of MCPL while performing the work. This includes knowledge of the principles, practices and standards of library science, including the American Library Association (ALA) Code of Ethics, of functions and methods of information classification systems using bibliographic records, of the primary reference databases of MCPL and other databases, of the collection(s) of the library of assignment, of research methods and search strategies to identify information sources and locate needed information, of the integrated library system (especially the functions covering customer accounts and retrieving, delivering and reserving or cataloging library materials) and MCPL policies and procedures (including quality service standards), of specialized MCPL guidelines pertinent to area(s) of assignment (such as the Children's Core Competencies), of the branch work plan, of core bodies of information needed for programming (such as early childhood learning and literacy and adult literacy), and of social networking and electronic methods of information delivery, all to provide information, programming and/or outreach services and perform other functions.
- Ability and willingness to maintain technical and non-technical currency in a fast-changing environment.
- Ability to perform light physical effort.
- Ability to guide customers using readers' advisory knowledge.
- Ability to accept payment from customers and operate a cash register.
- Ability to work effectively and calmly under pressure.
- Ability to adapt to, and effectively utilize diverse and rapidly changing technology, including software and systems.
- Ability to recognize and appropriately manage conflict and handle difficult people while remaining neutral and professional.
- Ability to evaluate, react and respond appropriately to urgent or emergency situations.
- Ability to attend meetings, training workshops, or perform other assignments at locations outside the office, as necessary.

Licenses, Registrations, Certifications, or Special Requirements:

In accordance with Code of Maryland Regulations (COMAR), Title 14.38.01.02 Public Library Associate, and as administered by the Maryland State Library (MSL), an appointee with a bachelor's degree from an accredited institution shall have completed a minimum of ninety (90) clock hours of approved in-service training or nine (9) hours of formal academic coursework in library science.

An appointee with only a Bachelor's Degree shall have two (2) years from date of appointment to complete a minimum of ninety (90) clock hours of approved in-service training under Departmental sponsorship, by attending a program meeting the standards for approval promulgated by the Maryland State Library Agency; or, complete nine (9) hours of formal academic coursework in library science.

Upon completion of the training requirements, Library Associates shall complete six (6) semester hours or their equivalent in an accredited institution or in an in-service program in subjects that are relevant to the assignment of a Library Associate every five (5) years.

Employees will be responsible for maintaining appropriate level of Continuing Education Units (CEUs) to sustain certification/licensing requirements. Note: There will be no substitutions for this section.

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All positions require the employee to work evenings, nights, Saturdays, and Sundays based on customer service needs.

Work Environment:

Work is typically performed in a library to which the public has unrestricted open access, which includes potential for interpersonal conflict situations and, at times, some potential for aggressive or unpredictable behavior by customers.

Physical Demands:

Ability to perform light physical effort, such as keyboarding, standing, or staying in place for long periods of time and lifting, carrying and/or moving of book tubs, carts and library books and materials weighing 20 pounds, regularly, and up to 50 pounds, as required.

Ability to work effectively and calmly under pressure.

PROBATIONARY PERIOD:

Individuals newly appointed or promoted to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

BARGAINING STATUS: Positions assigned to this class are normally in the Office, Professional, and Technical (OPT) bargaining unit.

MEDICAL PROTOCOL: Medical History Review. Positions in this class assigned to the Department of Correction and Rehabilitation (DOCR) or assigned to regularly work at DOCR facilities require a Medical History Review with Drug/Alcohol Screening and a Mental Health Examination.

PROMOTION POTENTIAL: There is no predetermined vertical career ladder. May be competitively promoted into a vacant Librarian I position, provided the employee meets the qualifications.

CLASS SPECIFICATION HISTORY:

Class Established: January 2000

Revised October 2005

Classification Study: May 2011 (M)

April 2012 (M)

August 2013

October 2014

March 2023 (M)

Revised (Medical Protocol): July 2023