

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Library Associate – Ask KCLS**

Dept: **Public Services**

Reports to: **Information Services Coordinator**

Effective Date: **Revised January 2021**

Job Code Number: **10415**

Grade Number: **13L, Represented**

FLSA Status: **Non-Exempt**

General Position Summary:

Provides support for digital products and services as well as quick information assistance to patrons via telephone, chat and email. Provides secondary support with digital products and services to KCLS staff members who assist patrons. Directs patron comments, in-depth questions and other feedback to KCLS staff as appropriate.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Provides quick information assistance to patrons. Guides patrons in the use of library collections through reference interviews and electronic searches; provides instruction in the use of library catalog and other online resources.
2. Provides patrons with troubleshooting and instructional assistance for digital products and services.
3. Facilitates patron referrals for in-depth information, feedback and other requests for assistance to the appropriate KCLS staff.
4. Provides in-depth troubleshooting assistance to KCLS staff for Virtual Library Services-managed products and services.
5. Promotes KCLS products, services and programming to patrons as appropriate.
6. Participates in service measurements and evaluations as appropriate. Completes reports as required.
7. Promotes, educates and supports Intellectual Freedom principles with staff and patrons.
8. Provides mentoring and training for staff in areas of expertise.

Secondary Duties:

1. Participates in activities such as committee work, training, staff meetings, etc.
2. Performs other related duties, as assigned.

Core Competencies:

**Customer Focus**

Primarily focused on customer needs, able to deliver high quality, value added services.

Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

**Valuing Diversity**

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

**Ethics, Values, and Judgment**

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

**Professional & Technical Knowledge**

Demonstrates proficiency in professional and technical skills/ and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

**Approachability**

Listens more than they talk; allows appropriate time for interactions; purposely builds rapport, sets positive tone and exhibits confidence by body language and speech. Maintains boundaries.

**Dealing with Ambiguity**

Can shift gears comfortably; can decide and act without the total picture; can comfortably handle risk and uncertainty, does not exhibit excessive need to control or track, can ‘let go’ and move forward in uncertainty.

**Teamwork/Collaborating**

Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrate their own and team member’s strengths and differences.

**DESIRED MINIMUM QUALIFICATIONS**

Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Graduation from an accredited four-year college specializing in Liberal Arts, Library Science or a related field, plus two years of job-related experience.
- Four years of experience in a library system that includes customer service may substitute for up to two years of the required education.
- Preference given to candidates with information provision experience.
- Or other combination of education, experience and training that provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

- Familiarity with consumer technologies such as smart phones, tablets and other mobile devices.
- Familiarity with mobile applications and downloadable resources such as e-books, magazines, music, and video.
- Working knowledge of reference sources and information searching techniques, online and print.
- Working knowledge of informational databases.
- Working knowledge of computer software programs including Microsoft Office.

#### SPECIAL REQUIREMENTS

None

#### PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using fingers and typing in conjunction with frequent handling, this computer work may be repetitive up to occasionally. Constantly sits and will seldom stand and occasionally walk. Will frequently reach up to chest level with hands and arms. Neck rotation may be up to frequent when working the lobby to interact with patrons while seated. The employee will occasionally lift to 10 pounds and will seldom push/pull carts using light force.

#### WORK ENVIRONMENT

Work is performed in a normal office environment. The position requires constant sitting, extensive close work (eyestrain), and extensive PC monitor work. Work varied hours including weekends and evenings. There may be some exposure to angry or hostile individuals.

#### Advancement Possibilities:

Librarian or management series positions depending on education, training and experience.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_  
Director of HR

Final: 7/31/01  
Revised: 9/13/13