DC HIRES VETS
"SERVING THOSE WHO SERVED"

JOB TITLE	Library Associate		
GRADE	CS-1411-07	SALARY RANGE	$45,718-$60,019

JOB SUMMARY

This position is within Public Services of the District of Columbia Public Library system and serves as a Library Associate (aka "LA"). The position is responsible for paraprofessional functions that support the daily operations and best use of the libraries by customers of all ages.

DUTIES AND RESPONSIBILITIES

Provides direct customer service to library customers (for example, answering basic informational, directional, technology, and referral questions; reader's advisory, etc.) and assistance in using the library and its resources. Refers complex questions in these areas to librarians as needed. Assists library customers with routine technology use, such as printing, scanning, copying, emailing, formatting, downloading, and other basic computer tasks. Refers complex technology needs to librarians as needed. Performs routine clerical/administrative functions such as typing, copying, answering phones, etc. Attends meetings, workshops, and trainings as assigned. Provides assistance to librarians in preparation, delivery, and evaluation of programs and outreach as needed. May deliver standardized recurring programs such as story time, drop-in computer help etc. as needed. Assists in collection movement and maintenance by shelving, shelf-reading, merchandising, pulling from lists, processing incoming and outgoing materials, and checking materials in and out, as needed. Maintains familiarity with DCPL's physical and electronic collections and resources. Assists in maintaining a welcoming and comfortable library environment by following DCPL Appearance Guidelines and enforcing DCPL Rules of Behavior, as needed. Performs routine clerical/administrative functions such as typing, copying, answering phones, etc. Attends meetings, workshops, and trainings as assigned.

QUALIFICATIONS AND EDUCATION

Experience providing excellent customer service. Ability to exercise independent judgment and tact in the application of policies, procedures, rules, or regulations in difficult or sensitive situations. Ability to communicate effectively in person and in writing. Ability to establish and maintain effective working relationships. Bachelor's Degree from an accredited college/university plus at least 1 year of work experience working directly and in-person with customers/clients. Experience working in urban public libraries preferred. This position has promotion potential to a CS8.

1015 Half Street SE, Washington DC, 20003
dchr@dc.gov
(202) 442-9700