

**WESTERLY LIBRARY AND WILCOX PARK**  
**Adult Services Associate**

Department and Level of Authority

- Adult Services (Reference)
- Associate, PT
- Reports directly to the Head of Adult Services
- In the absence of Department Head, reports to the Assistant Director

Position Summary

The Adult Services Associate assists patrons in general reference as well as internet access, copying, printing, and faxing. Additional duties include shelving, shelf reading, and managing holds. Associate positions require departmental cross training, quality customer service, and adherence and enforcement to all policies and procedures.

Key Responsibilities

The essential functions or duties listed below serve 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.

- Exhibits excellent customer service to patrons.
- Assists individuals and groups in locating and obtaining materials.
- Shelves materials in a timely manner.
- Scans shelves for accurate order and placement.
- Pulls holds list.
- Inputs magazine records into the statewide ILS (Integrated Library System).
- Processes Interlibrary Loan requests from non-OSL libraries.
- Creates special displays.
- Provides basic technology assistance to the public.
- Works on special projects as assigned by supervisor
- Assists Adult Services Librarian with programming as needed.
- Assists with opening and closing the library, following current policies and procedures.
- Participates in staff meetings.
- Performs other duties as necessary or required.

Essential Skills

- Communicates clearly both orally and in writing.
- Exercises appropriate initiative, good judgement, and recognize priorities.
- Works effectively and enthusiastically with staff and patrons.
- Demonstrates flexibility and is respectful of other people.
- Advocates for intellectual freedom and freedom of access issues and is sensitive to patron privacy
- Values commitment to public service: is patient and helpful with all patrons, visitors, staff, volunteers, and Incorporators.

Minimum qualifications

- High School diploma or equivalent
- Stays apprised of policies, procedures, and functions of library systems

### Working Requirements

- Performs tasks with a high degree of independence.
- Observes, follows, and enforces all Association policies and procedures. • Has access to confidential information.
- Ability to sit and use computer workstation for extended periods.
- Time standing, walking, stooping or reaching with hands or arms.
- Must have the ability to stand, walk, kneel, crouch, squat, stoop, reach, and lift.
- Frequently required to lift/push up to 25 pounds.
- Position may be required to work nights and/or weekends