



EMPLOYMENT OPPORTUNITY

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PLEASE POST

Internal Only

POSITION OPEN - Library Associate - Sammamish/Issaquah Library Cluster - FT
Authorization to fill the position is pending Board approval of the 2010 Budget.

JOB NUMBER: 2009-121

COMPENSATION: Starts at \$22.077 per hour, plus excellent benefits.

UNION REPRESENTED POSITION: Yes

APPLICATION DEADLINE: November 2, 2009, 5pm. Early application is encouraged. Application materials received on or before the application deadline will be considered. Review of application materials received after the application deadline is at KCLS discretion. Application materials received after 5pm on any day will be date stamped as received the following workday.

TO APPLY: Submit completed King County Library System (KCLS) application materials: Applicant Data Sheet, Applicant Work History, and Applicant Disclosure Form. Resume and cover letter also desired. Application forms are available at any KCLS branch library, the Issaquah Service Center, or can be downloaded at <http://www.kcls.org/employment>

Submit completed application materials to address below:

OUR ADDRESS: King County Library System Phone: 425-369-3224
Human Resources Department Fax: 425-369-3214
960 Newport Way NW
Issaquah, WA 98027

Position Description:

Provide reference service to patrons and staff at assigned libraries in person and via telephone. Perform routine maintenance of the library's technology equipment such as computers, faxes, microfilm reader/printers and computers.

Duties and Responsibilities:

- Provides reference service by phone or in person.
- Coordinates the maintenance of fax machines, copiers, microfilm reader/printers, and change machines.
- Maintains computers including installation. Upgrades and responds to basic computer related inquiries from staff and patrons.
- May record, compile, calculate, maintain and prepare monthly statistical reports.
- Assist patrons in the use of library collections through reference interviews, literature and electronic searches and instruction in the use of catalogs, paper and electronic resources. Refers questions to a librarian as necessary.

OVER

Duties and responsibilities, continued:

- Perform technology related duties as listed below:
 - ◆ Provide technical assistance to staff regarding the use of computer hardware and software.
 - ◆ Receive, configure, and install new or replacement computer equipment/parts at branch library locations in coordination with Information Technology Services.
 - ◆ Reset equipment when instructed by Information Technology Services.
 - ◆ Perform routine/preventative maintenance on all computer equipment. Resolve printer problems and replace ink cartridges.
 - ◆ Provide front-line troubleshooting, diagnosis and minor repair of hardware and software.
 - ◆ Report equipment problems and resolutions to Information Technology Services.
 - ◆ Work with Information Technology Services to solve common hardware, network, and software questions and problems over the phone or in person.
 - ◆ Change or add to software configurations as directed by Information Technology Services.
- Perform duties associated to current Library Assistant, Library Assistant II or Lead Library Assistant position as directed.
- Perform other duties as assigned.

Secondary Duties:

- May serve on various library committees.
- Organize reference desk.
- Maintain asset inventory lists.
- Other related duties as assigned.
- Teach computer classes to the public.
- Draft weekly staff desk schedules.

Qualifications:

Knowledge required:

- Working knowledge of branch library procedures, systems, policies, collection material and overall operations.
- Working knowledge of computer hardware and software operation, installation, maintenance and upgrades.
- Working knowledge of public libraries.
- Working knowledge of reference functions.
- Knowledge and support of the principles of intellectual freedom.
- Must be a current KCLS employee.

Ability to:

- Communicate effectively with patrons from diverse backgrounds regarding a wide range of concerns, questions and issues.
- Operate, install, configure and maintain computer and office equipment.
- Troubleshoot and resolve specific computer problems together with individual users.
- Use diplomacy and tact to establish and maintain relationships with employees and patrons.
- Clearly and succinctly communicate ideas and thoughts both verbally and in writing.
- Develop and maintain positive relationships with staff and patrons.
- Read, speak, write and understand the English language.

Skill in:

- The use of computer hardware and software.
- Providing accurate and timely information to staff and patrons.
- Developing and maintaining a "customer service" professional approach to patrons and staff.
- Participating with others with a team orientation towards others in all activities.
- Verbal communication with a diverse population.

Education/Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is with a Bachelor's degree or equivalent specializing in Liberal Arts, Library Science or related field. Two to four years experience in library operations. Classroom or on-the-job training in computer software installation, maintenance and upgrades.

Physical Demands:

While performing the duties of this job, the employee is frequently required to sit and talk or hear, and to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 50 pounds, or push/pull carts up to 150 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment:

Work is performed in a regional library environment. The position requires working varied hours including weekends and evenings, heavy lifting, constant standing and extensive PC monitor work. There may be some exposure to angry or hostile individuals.

Please Let Us Know If You Need Any Accommodation To Apply Or Interview For This Position.

EMPLOYMENT IS CONDITIONAL, BASED ON SUCCESSFUL COMPLETION OF BACKGROUND

INQUIRY WITH THE WASHINGTON STATE PATROL. Date Posted: (1019/09) Lib Assoc - SA/IS 2009-121