

# MERIDIAN LIBRARY DISTRICT

## Associate Librarian



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### ***Position Summary***

The Associate Librarian position provides patron-focused library service in response to the needs of library users and members of the community. The incumbent assists with the daily operations of the library and performs related duties as assigned. Work is performed independently and may include locations outside of the library in the community.

The majority of time is spent providing direct customer service at the library and in the community, assisting with library initiatives, maintaining library partnerships, and planning and leading library programs.

### ***Duties and Responsibilities***

#### *Essential*

#### **Library Initiatives and Partnerships**

Assists librarians and library leadership with strategic library initiatives providing operational support. Uses principles of project management to support progress on large scale projects. Works with a variety of community partners and helps to maintain relationships tied to both programs and library initiatives. Works collaboratively with other locations, departments, and community partners.

#### **Event Coordination/Planning**

Actively seeks out and discovers program and event topics that are strategic, appealing and relevant to community interests. Plans, develops, organizes, schedules, and implements informational and educational events and programs for the library. Conducts programs in person and remotely. Develops program plans in adherence to the library's strategic priorities. Supports library leadership and management with budget needs and allocations. Works collaboratively with

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other locations and departments to plan and implement district-wide programs that advance the library's strategic goals. Continuously evaluates programs for learning outcomes and to make improvements based on attendee and management feedback. Oversees the set-up and takedown of programs and events.

### **Customer Service**

Provides excellent customer service to library patrons at public service desks, on the phone, virtually, and offsite with community partners. Assists library visitors with account issues and the circulation of library materials. Provides informational assistance to patrons and refers questions as needed. Makes decisions based on library policies and procedures. Determines customer needs and advises patrons about library materials, reading suggestions, resources, and technology equipment. Aids visitors in regards to library services including databases, technology, circulation and quality online sources. Actively promotes respect for diversity and supports an inclusive, welcoming, and respectful library atmosphere. Exhibits good working knowledge of adult, teen, and children's literature, related media, and materials. Arrives at work location on time, ready to interact with the public.

### **Operations**

Performs duties required of daily library operations, including opening and closing procedures, both within the library buildings and in the community. Assists with staff training. Performs circulation duties including issuing cards, checking materials in and out, reserving books, collecting fees, and answering the phone. May be required to drive a vehicle for delivery or outreach purposes. Processes requests for holds; conducts catalog searches, retrieves materials from the stacks, searches for materials, and checks for availability of materials. Maintains confidentiality of patron information.

### **Technology**

Uses conferencing and video recording and editing technology effectively in the production of virtual programs. Provides support to patrons who bring their technology devices or use the library's hardware and software. Assists patrons with computer use, printing, and copying. Provides basic technology instruction.

## **Marketing and Promotion**

Promotes library collections, services, and programs. Supports library marketing efforts as designated by library leadership.

## **Records and Reports**

Maintains accurate records, collects statistics, tracks performance measures and prepares reports related to library services, programs, and events as directed by administration. Produces program plans that include ways to measure learning outcomes and track program success. Completes clerical tasks such as record maintenance, compiling lists, and drafting resource guides in both an office setting and remotely. Maintains personal and public calendars to ensure room availability and program promotion. Maintains good attendance and timekeeping records.

### *Marginal*

Attends webinars, workshops, and conferences. Recommends purchases based on community needs or interests.

Accepts and assists with directing the work of volunteers.

May open and close the library and ensure the security of the building.

Participates in committee groups as assigned by the District to demonstrate our commitment to a culture of inclusivity, collaboration, and professional development.

Performs other duties as assigned.

## **Minimum Qualifications**

### *Knowledge, Skills, and Abilities:*

Demonstrated commitment to diversity, equity, and inclusion.

Proficient in project management and event planning. Ability to foster and sustain partnerships. Ability to establish, measure, and evaluate program outcomes. Proficient in creating and administering surveys and other evaluation tools.

Proficient with standard office applications (including Microsoft Office and Google applications), online library automation system and online searching. Understands the role of technology in

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providing library services and is proficient in that technology. Ability to learn and adapt to new software and equipment technologies.

Provides exemplary customer service and maintains a favorable public image of the library. The incumbent has a desire to work in a public service role. Has excellent interpersonal skills and the ability to communicate effectively and appropriately with people, including patrons, volunteers and coworkers, of all ages from diverse backgrounds. Builds and maintains positive working relationships with individuals at all levels of the organization and fosters positive partnerships with outside organizations. Actively promotes respect for diversity and supports an inclusive, welcoming, and respectful library atmosphere.

*Experience:* 2-4 years of experience in library services or similar experience. Experience with project management, event planning, public speaking, and acting or regularly performing before an audience.

*Education:* Bachelor's degree or equivalent education, training, or experience.

*Training, Licenses, or Certifications:* Valid Idaho driver's license in good standing or the ability to obtain one.

*Supervisory Responsibility:* None

***Preferred Qualifications:*** Bilingual, preferably Spanish-English, Russian-English, or other languages. Experience working with multi-generational populations. Desired personal attributes include: a positive approach to interacting with the public, an awareness of the entire community, a passion for engaging patrons from all backgrounds and ages, a continuous desire to update technology skills, and a sense of humor.

### ***Working Conditions***

*Physical Requirements:* The job requires the employee to constantly stand, twist/turn, maintain flexibility, hear, listen, see, and speak clearly; frequently stoop/bend and walk; perform manual dexterity movements; seldom sit, kneel, crawl, and balance. The job also requires the employee to frequently lift and carry 10-50 pounds; occasionally lift and carry 50 or more pounds while twisting and turning; reach at, above, and below shoulder height; grasp objects weighing 10-50 pounds; push and pull objects weighing 50 pounds.

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*Mental Requirements:* The job requires the employee to read, write, perform clerical duties, comprehend and use perception, perform alphabetical and numerical sorting/filing, and perform basic math.

*Technology, Requirement, and Devices:* The job requires the employee to regularly operate and exhibit proficiency with computers and commonly used applications, library systems and databases, email and cloud environment. The job requires the employee to operate and occasionally troubleshoot general office equipment as well as various equipment including new consumer technology and advanced computer software. This position may require operation of a vehicle on behalf of the District.

*Work Environment:* The job requires the employee to be subjected to repetition, working with community partners, working alone, working away from the library or remotely, working around others, verbal contact with others, face-to-face contact, noise, inside and outside environments, mechanical equipment, and moving objects. The job may require the employee to work alone at a location or scheduled event. This job also requires safely driving a variety of vehicles, which may include bookmobiles and passenger vehicles, and understanding vehicle maintenance. The work environment will include inside conditions, outdoor weather conditions, extreme temperatures, potential areas with dusty, odors, mist, gasses, or other airborne matter. Employees may be exposed to uneven or slippery walkways and door sills at community events.

*Expected Hours of Work:* The job requires the employee to work a varied schedule, including days, evenings, and weekends (Saturday and Sunday). Position schedule is subject to change at any time at the discretion of management.

*Expected Travel:* The job requires travel throughout the library district to conduct programs and occasional travel for training and conference activities and attendance at community and business events.

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**Disclaimers:** The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to assign or reassign duties and responsibilities to this position at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Meridian Library District is an Equal Opportunity Employer. Hiring and employment practices are done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. In addition, preference in employment may be given to veterans who qualify under state and federal laws and regulations.

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