



SENIOR LIBRARY ASSOCIATE MOBILE LIBRARY SERVICES

Penrose Library

20 hours per week, non-exempt | Position # 170943004

Open to all qualified current staff and external applicants.

Date Posted: January 02, 2024

Location: 20 N Cascade Ave., Colorado Springs, CO 80903

Starting Wage: \$19.60 per hour + partial benefits
(for benefits information, please see ppld.org/careers/benefits)

Position Hours: 20 hours per week per the following schedule:

Friday : 7:30 a.m. - 6 p.m.

Saturday : 7:30 a.m. - 6 p.m.

Note: Regular schedule may be subject to minor changes due to required meetings, training events, etc. Also, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

Application Procedure:

1. Complete a PPLD online application located at ppld.org/Jobs at the Application Tab. If it is an internal only job posting, please log In to ESS to fill the application.
2. Attachments should be submitted online in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. Requires resume and cover letter. Applications will not be considered without a resume and cover letter.
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531 - 6333, ext. 6380 or send an email to sgollapalli@ppld.org

Closing Date: This position is open until January 16, 2025, at 9:59 p.m. MST.

EOE: As an Equal Opportunity Employer, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender expression, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

SENIOR LIBRARY ASSOCIATE – MOBILE LIBRARY SERVICES (contd.)

Position Summary

Operates in a diverse environment to help fulfill the Library's mission by providing in-depth patron-focused public service, conducting programs, and developing targeted activities for Mobile Library Services. Independently drives the lobby stop van.

Essential Functions

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

- Provides excellent customer service and maintains a courteous, positive image of the Library; creates a welcoming atmosphere; maintains confidentiality in all patron and staff interactions.
- Provides public services to patrons as they visit the bookmobiles, lobby stop van, or library, call on the telephone, or communicate in a virtual environment.
- Works on public service desks.
- Engages in community outreach and programming at independent, assisted, and skilled living facilities. Works directly with activity directors and personnel at those facilities to promote library services and determine schedule and logistics. Performs in-depth reference, purchase or Interlibrary Loan requests, and readers' advisory services.
- Performs circulation functions including patron accounts creation and maintenance, checking out materials and equipment, responding to inquiries regarding customer accounts, and processing payments for fees.
- Provides high level technology support to patrons, including providing individualized assistance that requires expert knowledge of patron devices, computers, and software, including accessing and navigating the Internet and Microsoft Office Applications.
- May plan, create, and deliver local programs; creates program materials and handouts, trains program volunteers, and promotes programs through Lobby Stop contacts.
- Creates and maintains content for social media platforms or creates monthly calendars to showcase events, programs, and services in conjunction with Pikes Peak Library District's Communications Department.
- Has in-depth knowledge of specialized areas of the collection and assists in maintaining that collection for mobile libraries; trains and assists other Library staff in the use or maintenance of that collection and specific patron needs; may recommend material purchase to Collection Management.
- May provide guidance and training to other staff or volunteers and may take a lead role in volunteer selection and placement, as assigned by branch manager .
- Acts as person-in-charge as assigned; takes required training, assumes responsibility for safe and effective operation of the library; ensures that incident and insurance reports are completed accurately and submitted as required.
- May be required to make safety decisions regarding Mobile Library Services while on route.
- May act as a resource provider for specific service areas, such as, targeted age groups, Mobile Library Services, and technology programming and support.
- Provides expertise regarding senior citizens' needs, , interests, and literature.
- May use library meeting room software for reservations and event creation.

SENIOR LIBRARY ASSOCIATE – MOBILE LIBRARY SERVICES (contd.)

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- Troubleshoots computer and office equipment, compiles data, monitors/orders office or program supplies.
- May modify desk schedules in coordination with the Branch Manager.
- Provides support for specialized projects, services, programs, and activities.
- May provide oversight to District-wide events and services (Mountain of Authors, History Symposium, Paws to Read, etc.) with Librarian/Managerial direction.
- Keeps informed about Library and department information.
- Attends and participates in training, regular department/library meetings and scheduled All-staff meetings.
- May serve on District-wide teams.
- May submit monthly activity report.
- Performs other job-related duties as assigned.

Required Knowledge, Skills, and Abilities

The employee is expected to perform or possess the following:

- Knowledge of the Pikes Peak Library District's policies and procedures and ability to implement them.
- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision to the public.
- Demonstrates ability to exhibit professional judgment and demeanor in public interactions; thinks and acts appropriately under pressure.
- Demonstrates knowledge of current library services and trends.
- Ability to work independently and effectively organize daily work under general supervision.
- Knowledge of complex computer technology and applications.
- Ability to effectively train others.
- Ability to work as part of a team, demonstrating an excellent customer service attitude and meeting deadlines in a fast-paced, detail-rich environment.
- Demonstrates flexibility to actively support change in order to meet strategic goals and objectives.
- Ability to maintain effective, productive relationships with patrons; calmly and effectively assist patrons in difficult or stressful situations.
- Demonstrates excellent verbal and written communication skills; builds and maintains effective relationships with patrons, coworkers, and with staff at all levels.
- Demonstrates ability to effectively use applications software, including Microsoft Soft 365, SharePoint, Word, Excel, and Outlook, along with standard office equipment and specialized library software and equipment contained in makerspaces.
- Has regular on-time attendance.
- Exercise professionalism and good judgement in interpersonal interactions.

SENIOR LIBRARY ASSOCIATE – MOBILE LIBRARY SERVICES (contd.)

Education and Experience:

1. Requires a Bachelor's degree (in any field).
2. Requires a minimum of two years of customer service experience (library experience preferred).
3. Requires experience with computer equipment and relevant software applications.
4. Requires ability to have access to reliable transportation.
5. Bilingual ability is a plus in serving a diverse community.

Mobile Library Services Driving Requirements:

1. Requires a valid Colorado driver's license and car insurance coverage at the time of application; clean driving record; physical examination and certification in accordance with DOT regulations; completion of a driver's application; completion of a driver's training course; passing a road test administered in-house;
2. Recertification will be required on an on-going basis. Employees are required to submit to a drug test in the event of an accident (any accident not just motor vehicle).
3. Must pass the background check conducted by Schriever Space Force Base, in order to be issued a DBIDs (Defense Biometric Identification Data System) card for access to the base.
4. Requires ability to successfully complete Master Drive Training for Mobile Library Services.
5. Requires ability to obtain Department of Transportation Medical Certification for Mobile Library Services.

Physical and Environmental Conditions:

Work is primarily conducted in a bookmobile or lobby stop van setting that provides unpredictable lighting, temperature, and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods. Position requires the ability to stand for extended periods of time. Position requires the ability to occasionally reach, bend, climb, twist and squat. Position requires the ability to lift up to 50 pounds in the Mobile Library Services Branch. Ability to push a loaded book truck required.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.

In addition to the above, work for Mobile Library Services involves the safe driving of bookmobiles and Sprinter van on a regular basis, in accordance with all Colorado Department of Transportation regulations and motor vehicle laws. This position requires routine exposure to external air conditions including heat, cold, and moisture/wetness. Work is performed in close quarters with the possibility of no heating or air conditioning and no immediate bathroom access. Exposure to potential hazards associated with electrical, chemical, and noise.

SENIOR LIBRARY ASSOCIATE – MOBILE LIBRARY SERVICES (contd.)

Conditions of Employment:

All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-Verify.
 - are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-Verify), education, former employment, and criminal history.
 - may be uniformly tested for job-related skills and required physical abilities.
 - may be required to undergo a physical examination after a job offer is extended in order to ensure that the job's physical requirements are met.
 - must understand and comply with PPLD's drug-free workplace policy.
 - understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice.
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