

Miles Community College Library Associate

Department: Library
FLSA Status: Classified Staff
Positions Supervised: Student Workers
Work Schedule: M-F 9am - 6pm

Reports To: Library Director
Job Status: Full time (10 month)
Travel Required: Minimum
Date: July 2026

POSITION SUMMARY

This position supports daily library operations and provides direct access to library resources, services, technology, and instructional support for students, employees, and community patrons. Responsibilities include circulation, cataloging, interlibrary loan, patron account management, fee/payment processing, stacks maintenance, library programming, displays, and assistance with library hardware and software. This position provides high-quality customer service, supports patron learning through resource guidance and library instruction, creates promotional and instructional materials, and helps coordinate library-based cultural events and college-wide activities.

The position requires accuracy, confidentiality, sound judgment, organization, and the ability to prioritize tasks while working independently and responding to frequent interruptions. Duties include communicating library needs, patron concerns, incidents, and service requests to the Library Director; supervising work study students; representing the library on committees, working groups, consortia, and professional associations; and participating in professional development as applicable. The position must adhere to college policies, procedures, privacy requirements, and strict patron confidentiality standards.

Working conditions involve some exposure to moderate risk of accident and require basic safety precautions. Physical demands include moderate physical activity, prolonged sitting, stooping, kneeling, bending, stretching, lifting or moving up to 30 pounds of library materials, and pushing or pulling objects weighing 50-100 pounds on a wheeled cart or book truck.

ESSENTIAL FUNCTIONS

Reasonable accommodations statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential functions statement(s):

- Manage library operations including circulation, cataloging, retrieval, fee/payment management, interlibrary loan, patron management, and stacks maintenance.
- Plan and coordinate library-based college-wide cultural events (ex. speaker series, Black History Month Activities, etc.).
- Assist with library systems implementation and maintenance (ex. Alma, Primo, databases)
- Provide high quality customer service; interact in a professional and respectful manner with all colleagues and patrons.
- Assist patrons to access library resources and services, provide library instruction, and create promotional and instructional materials.
- Participate in college committees, working groups, state and national consortia, and professional associations on behalf of the library.
- Develop, promote, and implement library programs and displays.
- Supervise work study students.

- Troubleshoot and assist patrons with the use of library hardware and software including computing and printing.
- Communicate the needs, activities, interests, incidents, and requests of the library and its patrons to the Library Director.
- Adhere to all policies, procedures, and guidelines and maintain strict patron confidentiality.
- Participate in training/professional development as necessary and when applicable.
- Sit for extended periods; stoop, kneel, bend, stretch, and lift or move up to 30 pounds of library materials; push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.
- Perform other related duties and special projects as required.

POSITION QUALIFICATIONS

Competency Statement(s)

- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time.
- **Business Acumen** - Understands basic business practices.
- **Change Management** - Communicates change effectively.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- **Delegation** - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- **Initiative** - Seeks increased responsibilities; Takes independent action.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Improves processes, products and services.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.

- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Safety and Security - Observes safety and security procedures; Uses equipment and materials properly.
- Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.
- Inclusion - Provides an environment that is inclusive of all students and supports underrepresented students.
- Assessment - Assesses annual performance and works closely with the institutional research and enrollment management team.

SKILLS AND ABILITIES

Education: A minimum of an associate degree.

Experience: Experience working in a library preferred.

Computer Skills: Efficient and accurate use of Microsoft Office software and basic skills in use of library programs, software, and hardware.

Other Requirements: Position requires ability to communicate orally and in writing; follow instructions and work accurately and ethically; process materials; apply computer knowledge; maintain catalog; maintain records and gather and file statistical information; keep library organized and clean; assist users; operate all library programs; and work in a cooperative and respectful manner in a team environment.

REVIEWED BY (SUPERVISOR SIGNATURE) _____ **DATE** _____

REVIEWED BY (EMPLOYEE SIGNATURE) _____ **DATE** _____

Miles Community College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.