



## Library Associate (Adult Services)

Portland Public Library (PPL) is currently seeking a Library Associate for Adult Services. Reporting to the Adult Services Director, this position is an integral member of desk services at the Downtown Library, providing customer service and support to library patrons in Reader's Advisory and the Portland Room Special Collections & Archives. The position also provides collection management support for adult collections as assigned by the Adult Services Director. This multi-faceted position has a unique role in and perspective of the library's services and approach, working with a broad cross-section of library users and resources.

This is a union-represented, part-time, **20 hours per week** onsite position, scheduled to work Thursday-Saturday after training.

### Nature & Scope

- The Library Associate is an integral provider of patron-facing services, focusing on Reader's Advisory and basic information services for the library's diverse user community. They communicate with patrons in person, over the phone, and through email. They assist patrons in searching for and locating materials, including navigating the online catalog, locating library materials, and placing interlibrary loan requests. They assist patrons with questions about the library's eBook & eAudiobook collections, including questions about the use of devices in relation to these collections. They answer directional questions and/or direct patrons to other internal and external resources and people.
- With the Adult Services Director, the Library Associate helps with collection management projects. This includes activities such as weeding, identifying missing/lost items, and converting new items to old.
- This position provides reference services in the Portland Room. They are responsible for receiving, interpreting, and answering reference questions that come directly from library patrons, by telephone, by email, or by mail, and performing miscellaneous duties and tasks considered essential for the proper functioning of the department. Examples of these include keeping daily counts for the department, assisting patrons in the use of microfilm and microfilm readers, shelving, shelf reading, and preparing inventories and finding aids. They also assist with projects as assigned by the Special Collections Librarian and Archivist.
- The Senior Library Associate participates in maintaining a safe and welcoming environment for fellow staff and library users.
- The Senior Library Associate engages in professional development by reading professional materials and participating in workshops, meetings, and other learning opportunities.
- This position participates in special projects or tasks and other duties as assigned.

### Basic Qualifications

- Bachelor's degree from accredited college or university, or equivalent.
- Two years' public service experience (prior library experience preferred).
- Strong service orientation to provide high quality service in a diverse community.
- Ability to remain calm, courteous, and accurate in an often-demanding environment, juggling tasks and using excellent judgment.
- Excellent communicator with patrons, community partners, and colleagues.
- Astute ability to balance and reconcile individual and institutional needs.
- Strong knowledge of Office and personal technologies, and skilled in learning new technologies.
- Comfortable working independently and as a member of a team.

- Experience effectively managing resource collections.
- Conversational ability in English and additional language(s) preferred.

### **Work Environment and Physical Demands**

- This position requires regular use of computers.
- This position requires regularly moving through the service areas and lifting.
- This position may require lifting up to 30 lbs.
- This position is performed in a busy and diverse public library environment where public interaction can sometimes present challenging situations.
- The library hours vary, and this position includes evening and weekend hours.

### **Compensation & Benefits**

Hours & Pay: This is a union-represented, part-time, **20 hours per week** onsite position, normally scheduled to work, Thursday through Saturday. **Pay begins at \$20.77/hr.**

Benefits & Other Details: Excellent benefits package includes health, dental, and vision insurance, retirement options (in lieu of Social Security), and paid leave.

### **How to Apply**

To apply, please send your resume, letter of interest, and three professional references via email at [careers@portlib.org](mailto:careers@portlib.org).

Mailed applications may be sent to:

ATTN: Human Resources  
Portland Public Library  
5 Monument Square  
Portland, ME 04101

### **About PPL - Core Values**

Portland Public Library is an equal-opportunity employer dedicated to creating a culture that fosters continuous staff development and engagement to reflect the learning role we play for our patrons. We value self-directed growth as well as sharing knowledge and experience, working collaboratively, and communicating openly.

PPL promotes professional engagement with colleagues, with community efforts, and with others in the library field. Every employee of the Portland Public Library strives to offer the highest quality service – externally to library patrons and internally to colleagues.

We are committed to hiring and maintaining a diverse workforce of highly qualified staff to broaden perspectives, promote equity and inclusion, and connect to the breadth of our community. Applicants with racially, ethnically, or culturally diverse identities or backgrounds are encouraged to apply.