



Senior Library Associate (Adult Services)

Portland Public Library (PPL) is currently seeking a **Senior Library Associate** in Adult Services. 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 Fiction and Nonfiction as assigned by the Literature and Language Librarian and 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.

Reporting to the Literature and Language Librarian, this is a union-represented, full-time, **37.5 hours per week** onsite position. The schedule alternates between Monday-Friday one month and Tuesday-Saturday the next.

Nature & Scope

- The Senior 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, through email, and occasionally on the library's social media accounts. 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 & audiobook 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.
- This position creates and maintains dynamic ways to share library materials and resources with patrons in the library. They collaborate with colleagues across library departments to produce written and digital content that shares library resources for all ages. They create and maintain collection displays in Fiction and New Fiction. They develop and manage online lists highlighting topical library resources, as well as curate individualized reading lists for patrons.
- With the Literature and Language Librarian, the Senior Library Associate helps with the day-to-day management of the adult fiction collection, including activities such as weeding, identifying missing/lost items, identifying outdated items for removal, and evaluating poor condition materials for repair or removal. This position also assists with collection management projects in Adult Nonfiction, as assigned by the Literature and Language Librarian and Adult Services Director.
- 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, 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 works with the Literature and Language Librarian to create, implement, and help facilitate programming. Programming can be library-planned and produced programs, collaborations with outside groups, and/or the hosting of outside programs which promote related goals.
- 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 or 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 may include occasional evening and weekend hours.

Compensation & Benefits

This is a union-represented, full-time, **37.5 hours per week** onsite position. The schedule alternates between Monday-Friday one month and Tuesday-Saturday the next. **Pay begins at \$21.82/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.

Mailed applications may be sent to:

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

About PPL

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.