

Position Title: Library Assistant

Department: Teen Central

Reports To: Teen Central Manager

Hours: Part-Time (20-29 hours per week)

Job Classification: 104

FLSA Status: Non-Exempt

Certification Level: LC6

POSITION SUMMARY:

Provides exceptional service to teens and adults via the Teen Central desk. Helps teens to select library materials, use resources, and assist with the development and weeding of the teen collection. Assists with the planning, preparation, and promotion of teen programs and outreach efforts. This position primarily takes place in a fast-paced environment, and will also include providing some public computer and technology assistance including Evergreen and directional assistance.

EDUCATION AND CERTIFICATION REQUIREMENTS:

- High school diploma or equivalent; college degree preferred, but not required
- Ability to acquire a Librarian Certificate 6 (LC 6) as described by Librarian Certification Administrative Rule 590 and the Indiana Public Library Certification Manual

SPECIFIC KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Experience working with teens required; knowledge of teen culture and interests required
- Experience developing and conducting activities for teens required
- Experience with social media and video editing preferred
- Significant customer service experience, library preferred
- Programming experience preferred, but not required
- Satisfactory criminal history background check required

COMPETENCIES:

- Communication Skills
- Technical Skills
- Adaptability
- Teamwork
- Customer Focus
- Initiative and Flexibility
- Problem Solving Skills
- Development and Continual Learning

ESSENTIAL DUTIES:

- Assists Teen Central Manager with developing and conducting creative teen programming activities both in a virtual as well as in-person setting; these include author visits, incentive reading programs, book-talks, library tours, on and off site; assists and promotes teen programs and reading (or other) groups, incorporating the library's physical and digital collections;
- Represents the library through community events and outreach services at local schools, organizations and events;
- Prepares and maintains creative displays and exhibits in Teen Central;
- Assists customers with Evergreen accounts, placing holds and renewing items, updating information, and issuing cards; assists with general computer and technology equipment (scanning, printing, faxing, copying, wireless connection); assists with general library information and services, including databases and downloadable and streaming services;
- Actively promotes library resources, programs, and services during customer interactions;

- Provides instruction and advisory services for library resources, including: apps, databases, streaming services, general collection materials, and library programs and services;
- Collects and maintains relevant library statistics;
- Serves on teen programming team
- Helps with organization and maintenance of teen collection, as well as selection and weeding.

GENERAL KNOWLEDGE AND EXPECTATIONS:

- Provides prompt, attentive, friendly customer service, in-person and by phone;
- Adequate proficiency in the use of computers, tablets, mobile devices, applications, and app stores, as well as standard office technology (software, peripherals, and public equipment);
- Excellent English communication skills (oral and written), as well as presentation and instructional skills; bilingual language skills helpful;
- Possesses excellent interpersonal and customer service skills, with the ability to interact harmoniously and communicate well in a timely manner;
- Exhibits strong organizational and problem-solving skills and is able to work independently and efficiently with minimal supervision;
- Familiarity and interest in current books, authors, movies, music, general interests, technological equipment, and technological trends;
- Awareness of current public library practices, trends, and technologies;
- Participation in library events and outreach efforts;
- Attends and participates in staff and departmental meetings; willingness to serve on committees at a library and consortial level;
- Attends workshops, roundtables, webinars, and conferences that are relevant to job position and makes suggestions for improved services and work processes accordingly;
- Maintains a neat, clean, and professional appearance;
- Complies with library policies and procedures; supports and contributes to overall library mission and goals;
- Maintains reliable attendance by arriving to work as scheduled and on time;
- Other various duties as assigned.

WORKING CONDITIONS:

This position is primarily performed in an office environment. Applicants must possess the physical dexterity and mobility to work throughout a large, fast-paced service area; must be able to safely carry items and maneuver carts weighing at least twenty pounds, with some bending, stretching, and reaching included.

Background investigations are required, however a criminal history will not necessarily exclude an individual from consideration for a position or from continuing employment.

POSITION HOURS:

This is a part time position and requires 25 hours per week, including some nights and weekends. Hours may be modified to 20-29 hours per week, as needed.

SALARY:

This hourly position is classified as a Level 104 on the Library's salary schedule. Salary begins at \$13.25 per hour, and is commensurate with experience.