

Position Title: Library Assistant

Department: Technology and Training Services
Reports To: Technology and Training Supervisor
Hours: Part-Time (20-29 hours per week)

Job Classification: 104
FLSA Status: Non-Exempt
Certification Level: LC6

POSITION SUMMARY:

Provides computer and technology assistance and troubleshooting for library staff and users alike, including assistance with the Evergreen catalog and account, digital library services and directional assistance. Develops technology specific training and resources for both staff and library users. Provides exceptional customer service to library staff and customers. Performs general computer and equipment installation and maintenance.

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:

- Reference work experience, public library experience preferred
- Significant customer service experience, library preferred
- Able to provide technology instruction and assistance
- Demonstrated proficiency in the use of technology

COMPETENCIES:

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

ESSENTIAL DUTIES:

- Provides instruction and advisory services for library resources, including: apps, databases, streaming services, local history and genealogy resources, general collection materials, and library programs and services;
- Assists customers with Evergreen accounts, placing holds, renewing items, updating information, recording fines and fees, 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;
- Develops technology based instruction and programs ;
- Researches new and emerging technologies for possible library application;
- Collects and maintains relevant library statistics;
- Provides assistance and suggestions for material selection and other services;

- Helps with organization of library equipment.

GENERAL KNOWLEDGE AND EXPECTATIONS:

- Provides prompt, attentive, friendly customer service, in-person and by phone;
- Advanced 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. Applicant 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 20 hours per week, including some nights and weekends. Hours may be modified to include as much as 29 hours per week, as needed.

SALARY:

This 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.