

**Position Title: Library Assistant**

Department: Adult Services

Reports To: Adult Services Manager

Hours: Part-Time (25-29 hours per week)

Job Classification: 104

FLSA Status: Non-Exempt

Certification Level: LC6

**POSITION SUMMARY:**

Provides exceptional service to library users during the library materials check out process. Offers material recommendation and assistance (readers' advisory) including general directional and information assistance. Assists with adult and senior programming as needed; some outreach may be required. This position primarily takes place in a fast-paced environment, and will also include checking out library materials, providing a considerable amount of computer and technology assistance to the public (printing, scanning, faxing, network connection), as well as Evergreen catalog and user account assistance, 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:**

- Reference work experience, public library experience preferred
- Significant customer service experience, library preferred
- Adult programming experience preferred, but not required
- Excellent writing and communication skills
- Positive attitude with the ability to work with a wide variety of audiences

**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;

- Assists with library programming and outreach as needed;
- Actively promotes library resources, programs, and services during customer interactions;
- Assists in creating marketing and promotional material for library events and resources, including the use of various social media platforms;
- Follows library policies and procedures for interlibrary loans, material requests for purchase, and Internet access inquiries;
- Collects and maintains relevant library statistics;
- Provides assistance and suggestions for material selection and other services;
- Helps with organization of collections, keeping them neat and filled.

#### **GENERAL KNOWLEDGE AND EXPECTATIONS:**

- Provides prompt, attentive, friendly customer service, in-person and by phone;
- Proficiency in the use of computers, tablets, eReaders, mobile devices, and apps, 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 with a wide variety of individuals;
- 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;
- Experience with current social media platforms and ability to effectively leverage them for successful library promotion and marketing efforts;
- Familiarity with creative marketing software (Canva, InDesign, Microsoft Publisher);
- 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;
- 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 25-29 hours per week, including some nights and weekends.

**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.