Position Title: Library Assistant

Department: Youth Services
Reports To: Youth Services Manager
Hours: Part-Time (20-25 hours per week)

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

POSITION SUMMARY:

Provides exceptional service to children and adults via the Youth Services desk. Helps customers of all ages to select library materials and use resources, and assists with the development and weeding of the various youth services collections. Assists with the planning, preparation, and promotion of various programs and outreach on and off site. This position primarily takes place in a fast-paced environment, and will also include providing some computer and technology assistance to the public (printing, scanning, faxing, network connection), as well as Evergreen catalog and account assistance, and directional assistance.

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities.

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 children of all ages required
- Experience developing and conducting activities for children required
- Significant customer service experience, library preferred
- Programming experience preferred, but not required
- Satisfactory criminal history background check appropriate for working with children

ESSENTIAL DUTIES:

- Assists Youth Services Manager with developing and conducting creative children's programming activities, such as author visits, incentive reading programs, book-talks, story time, art activities, class visits, and library tours on and off site; assists and promotes various Youth Services programs, incorporating the library's physical and digital collections;
- Represents the library through community events and outreach services at local schools, daycares and other organizations;
- Prepares and maintains creative displays and exhibits in the Youth Services Department;
- 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;
- Provides instruction and advisory services for library resources, including: apps, databases, streaming services, general collection materials, and library programs and services;

- Follows library policies and procedures for interlibrary loans, material requests for purchase, and Internet access inquiries;
- Collects and maintains relevant library statistics;
- Helps with organization and maintenance of the Youth Services 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. 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 with a schedule of 20-25 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.

Reviewed August 2025