

ADULT SERVICES ASSISTANT

DEPARTMENT:	Adult Services	REPORTS TO:	Head of Adult Services
FSLA CODE:	Non-exempt, part-time	PAY GRADE:	B
AVERAGE WEEKLY HOURS:	16 - 28	AVERAGE PUBLIC-FACING HOURS:	50 - 100%
SUPERVISES:	None	LAST UPDATED:	1/2022

SUMMARY

Under the direction of the Head of Adult Services performs a variety of tasks assisting the public and reference services staff.

EXPECTATIONS

- Provides consistent, gracious and friendly service to internal and external customers.
- Understands library policies and procedures, uses judgment in their application to the public, while safeguarding confidential and restricted information.
- Maintain awareness of overall library functions, projects and goals.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Primary

- Regularly works at the Adult Services Desk.
- Answers basic reference and readers' advisory questions in person and by telephone. Refers complex questions to the appropriate librarian.
- Assists with collection maintenance projects as assigned.
- Assists with programs as assigned.
- Designs and produces promotional materials and displays as assigned.
- Instructs and assists patrons in the use of public computers, devices, digital and print resources

Secondary

- Keeps informed of current general and job-specific information and trends at the local and regional library level.
- Collaborates with staff on committees, projects, and events as assigned.
- Participates in appropriate meetings, training, continuing education, and/or professional development as assigned.
- Performs other duties and projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to provide exceptional customer service?
- Ability to communicate effectively orally and in writing.

- Ability to empathize and relate to the needs of patrons and staff.
- Ability to follow written and verbal instructions.
- Ability to establish and maintain effective working relationships.
- Ability to remain calm and effective in difficult situations.
- Ability to exercise appropriate judgment and discretion.
- Ability to prioritize multiple tasks and follow through to completion.
- Ability to complete detailed work accurately, efficiently, and on time, with minimal supervision.
- Knowledge of department processes and procedures.
- Demonstrated ability to answer basic technology and reference questions.
- Ability to conduct a basic reference interview.
- Basic knowledge of A-V equipment in public meeting rooms.
- Ability to travel locally occasionally.
- Knowledge of PCs, Microsoft Office, and portable devices.
- Ability to use a variety of office equipment.
- Flexibility to adapt to changing situations and environments.
- Ability to bend, stoop, lift and carry up to 25 pounds. Ability to push fully loaded cart up to 100 pounds.
- Ability to work a variety of daytime, evening, and Saturday hours as well as mandatory workdays.

QUALIFICATIONS AND EXPERIENCE

- Two years demonstrated related experience.
- Library experience preferred.
- Up to two years of higher education.

DISCLAIMER

- The duties and responsibilities described are not a comprehensive list and that additional tasks may be assigned to the employee from time to time.
- The scope of the job may change as necessitated by business demands.