Job Description

Position Title: Adult Services Assistant

Classification: E

Supervisor Title: Adult Services Assistant Manager

FLSA Status: Non-Exempt

## REQUIREMENTS FOR ALL EMPLOYEES

1. Ability to openly and respectfully engage with staff, patrons, supervisor and others.
2. Ability to work accurately in a changing and varied environment, and with frequent interruptions.
3. Ability to maintain patron privacy and confidentiality of patron records.
4. Ability to communicate clearly.
5. Ability to use various technologies to complete work.
6. Ability to follow library policies and procedures.
7. Ability to understand, practice and demonstrate the library’s Service Standards and Equity, Diversity, and Inclusion values.

## POSITION SUMMARY

Under the supervision of the Adult Services Assistant Manager, this position facilitates superior library service to patrons by providing customer service at the public service desk, assisting in delivering programs and helping patrons with technology.

Specific responsibilities will be assigned by supervisor on the basis of experience, skills, and specific needs of the department and number of hours worked.

## REQUIREMENTS FOR THIS POSITION

1. Knowledge, skill, and development in the following areas which are often gained through a post-secondary degree (e.g.  Bachelor’s Degree) or experience:

* **Communication Skills** include accurately comprehending, assessing, and conveying written and verbal information to individuals and groups in a variety of settings.
* **Computer Skills** include using word processing and spreadsheet applications including MS Office Suite and Google Workspace, effectively using email and Google calendar, performing internet searching, using cloud-based communication tools such as Google Chat and Zoom, and maintaining and organizing digital files.
* **Critical Thinking & Problem Solving** includes analyzing and evaluating information in order to assess an issue, make a decision, and take action.
* **Time Management** includes prioritizing tasks, meeting deadlines, and managing time independently.
* **Research Skills** include understanding the information needed, performing internet searches, evaluating the results and sources, and synthesizing the data to present findings and recommend an action.

1. Working knowledge of integrated library systems as well as other library applications relating to Adult Services.
2. Knowledge of general library philosophy, including the Library Bill of Rights and the ability to transform that knowledge into daily practice in the fulfillment of responsibilities.
3. Knowledge of the reading, watching, and listening interests of adults.
4. Experience working in a public facing customer-service environment.

## ESSENTIAL FUNCTIONS

1. Provides reference and advisory service to patrons utilizing electronic and print resources.
2. Participates in planning, developing, and delivering programs and services to meet community needs.
3. Assists in gathering and recording various statistics and maintaining departmental records.
4. Participates in relevant training, continuing education and/or staff development.
5. Performs other duties as assigned.

## WORK ENVIRONMENT

Work is normally performed in a typical interior/office work environment. This role routinely uses standard office equipment such as computers, phones, and photocopiers. Noise level may vary from quiet to loud. The employee is required to work evening and weekend hours.

## PHYSICAL REQUIREMENTS

1. Constantly operates a computer and other office machinery, such as printers, copiers, and scanners.
2. Constantly communicates with staff and patrons.
3. Constantly discerns items near and far.
4. Frequently positions self to assist patrons at computers.
5. Frequently handles and inspects materials.
6. Frequently retrieves materials from shelves.
7. Frequently moves about building to assist patrons.
8. Frequently transports materials weighing up to 35 lbs. via carts.