



McKINLEY MEMORIAL LIBRARY

TITLE: Adult Services Assistant
GRADE: 7 - Non-MLS, 8 - MLS
CLASSIFICATION: Non-exempt
REPORTS TO: Adult Services Manager

JOB SUMMARY

Provides courteous and reliable customer service to patrons. Participates in the creation and presentation of Adult Services Department programs. Assists the Adult Services Manager in the maintenance of collections. Recommends improvements in area of responsibilities; keeps manager informed of projects, duties, and progress; communicates fully and effectively with manager and co-workers. Position is full or part-time and is determined by the needs of the library.

QUALIFICATIONS

Education and Experience Requires a Bachelor's degree, a minimum of one year experience working with the public, and familiarity with technology. An equivalent combination of education, training, and experience may be considered. 2-3 years' experience in a public library is preferred.

Knowledge, Skills, and Abilities:

- Ability to provide consistently high-quality customer service
- Excellent communication skills, friendly demeanor, and enthusiasm for working with the general public
- Ability to follow directions and to multi-task in a fast paced environment
- Desire and ability to work as a contributing member of a team environment
- Must possess good judgment and problem-solving skills, attention to detail, and ability to adapt to a changing environment
- General knowledge of libraries, books, and authors
- Knowledge of library website, online resources including e-media, library programs, and community resources
- Ability to tactfully and effectively work with and to design programs for adult patrons.
- Ability to maintain confidentiality and use appropriate judgement in handling information and records.
- Ability to learn and operate computer and web applications, online databases, departmental technology, and the library's automation and email systems.

SCHEDULING Must be able to work a flexible schedule, including evenings and weekends.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Proactively provides courteous, prompt, and reliable customer service, including public library reference service; readers' advisory; computer and technology assistance; Internet, databases, and e-media assistance; and general assistance with the use of library equipment, collections, and services.
- Understands, explains, and upholds library policies and procedures.
- Answers general direction and informational questions from patrons in person, over the phone, by email, and may be assigned to respond to comments, messages and questions on social media.
- Participates in the operation of the Adult Services Department reference desk.
- Pulls items to fill holds from request lists.
- Performs searches, places holds, and explains library loan policies and procedures for patrons.
- Assists patrons with computers, including signing on and off, printing, brief orientations, and troubleshooting.
- Creates and maintains promotional displays.
- Creates promotional print flyers, social media posts, and enters programs onto the library's website calendar.
- Prepares, presents, and evaluates programs relevant to the needs and interests of the community.
- Responds swiftly and professionally to resolve patron conflict equitably and tactfully addresses those involved in inappropriate behavior.
- Recognizes unsafe or hazardous conditions and responds appropriately.
- Presents topics to groups and educates patrons how to use library resources effectively.
- Assists the Adult Services Manager in the maintenance of collections, including weeding, inventory, and suggestions for orders.
- Works with the Adult Services Manager to set annual performance goals and objectives that support the library's mission, core values, and strategic plan.
- Participates in library teams, meetings, in-service training, workshops and conferences.
- Assists in the training and development of new public services staff, as assigned.
- Maintains knowledge of library profession by attending training and workshops, reviews professional publications, and establishing professional networks.
- Maintains departmental paper and digital records and files.
- Performs opening and closing duties.
- Accurate and prompt completion of timesheet.
- Compiles statistics and prepares reports.
- Serves as person in charge as assigned.
- Works in other departments as assigned.
- Assumes additional responsibilities and performs special projects as needed or directed.

PHYSICAL REQUIREMENTS

- Ability to regularly lift up to 30 pounds and climb stairs
- Ability to repeatedly reach, bend, stoop, and lift as required to access collections and materials throughout the scheduled work shift
- Ability to repeatedly transfer collections and materials

- Ability to sit or stand for long periods of time
- Ability to operate standard business office equipment
- Travel may be required to attend community events and off-site meetings, trainings, and workshops

GENERAL REQUIREMENTS FOR ALL LIBRARY EMPLOYEES

All McKinley Memorial Library Employees are expected to have and maintain good interpersonal and communication skills; maintain a tolerance and sensitivity to the needs of patrons and staff; maintain a positive and pleasant attitude, and be cooperative with coworkers. All employees shall adhere to the library's policies and procedures and support the library's mission within the library and in the community. Employees shall have regular attendance, be flexible with regards to scheduling which includes daytime, evening, and weekend hours; and be in adequate physical condition to fulfill the requirements of the job.

This job description explains the nature and level of assignments given to job incumbents. This is not an exhaustive list; therefore, other related duties may be assigned.