



Position Description

Job Title	Information Assistant
Department	Library
Employment Status	Part time
Exempt/Non Exempt Status	Nonexempt

Scope of Work

This position is responsible for the orderly operation of the circulation desk, operating the automated circulation system, and general support functions in the library.

Supervision

Received	Assistant Library Director, Youth Librarian and/or Library Director.
Exercised	Supervises volunteers.

Teamwork

- Relationships/interactions with teammates
- Problem solving. Thinks creatively and provides ideas on how to better perform tasks and responsibilities.
- Speaks respectfully and courteously to patrons and teammates.
- Job knowledge – asks supervisor when there is a question or concern about library policy or job tasks.
- Demonstrates a willingness to learn from teammates and take direction.

Customer Service

- Is fully present. Gives customer their full attention
- Demonstrates a commitment to offer the best customer service
- Is tactful, courteous, honest and diplomatic to patrons on the phone and in person
- Promotes a positive public image to patrons and teammates.

Essential Job Functions The job functions listed herein are neither exclusive nor exhaustive, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.

Performs Page duties:

- Shelves library materials
- Shelf-reads collection for proper arrangement of materials and alerts supervisor to problem areas
- Maintains display items properly
- Assists with closing procedures
- Collects materials from book drops
- Fills in at Circulation desk as needed
- Assists in training new paging staff as requested

Performs Circulation Assistant duties:

- Checks materials in and out
- Answers phones and directs calls
- Registers patrons and provides them with library services information
- Maintains and updates patron records
- Sorts mail
- Issues SAM visitor passes
- Assists patrons as needed
- Contacts patrons concerning holds and problem items
- Assists with opening and closing departments

Performs Library Assistant duties:

- Maintains tub deliveries to system libraries
- Maintains Honor Materials collection; processes library materials
- Sets up and maintains displays
- Assists with programs
- Sorts and consolidates old newspapers
- Prepares incoming magazines for processing
- Repairs print materials
- Supervises volunteers
- Maintains Direct Delivery service to nursing homes
- Maintains online meeting room calendar and prints weekly room schedule
- Sorts donations
- Provides information services with supervision
- Assists other departments and supervisors as requested

Performs Information Assistant duties:

- Monitors Internet users and SAM software
- Opens and closes library
- Assists with tax forms
- Reserves AV equipment and meeting rooms
- Prepares and files reports and runs reports as requested
- Assists with training staff
- Assists with billing of patrons and sending money to appropriate recipient
- Records newspapers in database
- Repairs AV material as needed
- Assists and supervises library volunteers
- Assists and trains patrons in use of microfilm, computers, wireless network and scanner

- Assists with collection development and maintenance
- Assists with public relations and marketing as requested
- Balance petty cash
- Manages magazine collection
- Prints overdue and billed item reports
- Sends payments for billed items to owning libraries

Other Job Functions

- Performs related duties as assigned.

Requirements of Work

Graduation from high school or GED equivalent and some additional education preferred and/or significant related work experience; 2 – 4 years of library or clerical experience preferred; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

Knowledge of	<ul style="list-style-type: none"> • Library services and procedures, including the circulation and security systems • Materials repair • Business English (grammar, spelling, punctuation and tone) • The use of standard office equipment including computers and relevant software
Ability to	<ul style="list-style-type: none"> • Communicate effectively, both orally and in writing • Perform basic math skills • Work independently with minimal supervision • Understand and follow directions • Establish and maintain effective working relationships with supervisors, coworkers and the general public • Work flexible hours, including nights and weekends
Skill in	<ul style="list-style-type: none"> • Public relations • Organization and time management

Necessary Special Requirements

None.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly indoors; hand-eye coordination is necessary to operate computers and various types of tools and equipment.
- Specific vision abilities required by this job include close vision, prolonged visual concentration and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk

and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.

- The employee is frequently required to climb or balance; bend, stoop, kneel, crouch, or crawl.
- The employee may be exposed to unpleasant conditions such as dim or bright lighting, dust, odors, toxic agents, electrical currents and vibrations.
- The employee must frequently lift and/or move up to 50 pounds, and occasionally in excess of 50 pounds.