

Position Title: Adult Services Assistant

Immediate Supervisor: Adult Services Department Manager

Overview:

The Adult Services Assistant supports the reference department by assisting patrons in the use of library materials and computer help, and performs all adult services tasks in accordance with established library policies and procedures. Public service work is at the Adult Services desk. Staff is cross-trained in circulation. The Adult Services Assistant supports and interprets the library's mission, policies, and procedures in a customer-responsive manner and has the ability to make independent judgments.

Education, Training and Experience:

Sufficient education, training, and/or work experience to demonstrate possession of the required knowledge, skills, and abilities. Library customer service preferred; alternate customer service experience required.

This parttime position requires working scheduled daytime, evening, and Saturday hours.

Primary:

Provide reader's advisory and reference assistance to library patrons.

Provide computer help for adult patrons.

Participate in implementing Summer Reading sign-up.

Participate in any social media postings or marketing duties assigned by the Adult Services Manager.

Issue guest passes for adults when needed.

Shelves books when needed.

Perform related work as required and assigned for the efficient and effective operation of the library.

Works collaboratively with other staff and takes on other duties as assigned.

Acts as an advocate for the library when appropriate.

Secondary:

Answer telephone, transfer calls, and take messages as needed.

Check books in. Check books out to patrons.

Clean books as needed.

Dust counters & shelves.

Record daily reference questions on stat sheet.

Skills, Knowledge, Abilities:

Broad knowledge of library services and operations and commitment to excellent customer service.

Comfortable operating office machines and computers.

Ability to work independently, manage time and resources to achieve results.

Ability to work with others who perform circulation and shelving tasks.

Ability to analyze issues, and to exercise good judgment to solve problems and make decisions in consultation with the Adult Services Manager or the Director.

Good interpersonal and communication skills, in person, by phone and on-line.

Skilled at working cooperatively and collaboratively with customers and staff to achieve results.

Ability to both follow and give oral and written instructions.

Flexible, adaptable, and able to flourish in a changing environment.

Dependable, motivated self-starter, able to work a flexible schedule, including evenings and weekends.

Willingness to complete KDLA certification program

Physical Requirements :

Job requires walking, standing, sitting, bending, kneeling, stooping, and reaching. May be exposure to dust.

Requires use of a computer monitor, keyboard, and mouse.

Job requires lifting of up to 20 pounds and pushing of a loaded book truck with up to 35 pound of pressure.

Ability to communicate effectively using speaking, hearing, writing, and vision skills.