

Fox River Valley Public Library District

Job Description

Job Title: *Information Services Assistant*

Grade: 6

Department: *Information Services*

Primary Location: *Dundee Library*

Reports To: *Information Services Manager*

Education and Experience Required:

Bachelor's degree or two years experience working a public service desk in a public library

Type of Position:

- ☐ Full-time
- ☒ Part-time
- ☐ Intern
- ☐ Volunteer

Hours:

- ☐ Exempt
- ☒ Nonexempt

General Description:

Under the administration of the Deputy Director and the supervision of the Information Services Department Manager.

Responsible for providing information, reference, readers advisory services, and computer services.

Essential Functions of the job:

- *Delivers positive customer service experiences in locating library materials and navigating library services*
- *Provides information, reader's advisory and reference services for children and adults*
- *Provides instructions on computer use, reference sources and library use to individuals*
- *Prepares and executes internal and external programs for the public as assigned*
- *May select materials in assigned focus area*
- *Assists individuals in using digital materials on their devices*
- *Assists patrons with check-out/return stations, locating holds and making electronic payments*
- *Update patron accounts and assist patrons with managing their accounts*
- *Issues library cards and orients new users to the district's services & policies*
- *Checks library email and responds to messages*
- *Answers telephone and checks for messages*
- *Exercises judgement in referring research questions to a Librarian*
- *Exercises judgment in consulting/referring questions to service desks, Managers, or Person in Charge*
- *Maintains an awareness of district programs and activities*
- *Maintains the overall appearance of the department and public areas*
- *Prepares displays, bibliographies, and instructional material as assigned*
- *Replenishes popular collection displays*
- *Prepares reports and statistics as assigned*
- *Promotes the library district by using good public relations practices*

- *Attends meetings and workshops*
- *Performs other duties as assigned*

Knowledge and Skills:

- *Basic knowledge of library practices, procedures and technologies*
- *Basic knowledge of current events and popular culture*
- *Basic knowledge of current library software applications*
- *Basic knowledge of current technologies and electronic resources*
- *Ability to communicate effectively with the public and staff*
- *Ability to show initiative and use good judgment in making decisions/referrals*
- *Ability to follow projects through to completion*
- *Basic understanding of overall library operations*
- *Ability to bend, lift, stoop and carry*
- *Ability to use computer, keyboard and telephone*
- *Ability to communicate effectively orally and in writing*

Supervisory Responsibilities: No

Competencies:

Emotional Intelligence - *Aware of own strengths and opportunities for growth; Self-motivated to pursue training and personal development; Remains open to others' ideas and tries new things; Manages own emotions in stressful situations.*

Ethics - *Treats others with respect; Maintains confidentiality and inspires the trust of others; Works ethically and with integrity; Follows administrative policies and procedures; Upholds organizational values.*

Leadership - *Motivates team and coworkers toward desired goals; Shows effective leadership skills in an emergency situation; sets a good example.*

Leadership

Provides guidance and direction to enhance or improve performance.

Planning/Organizing - *Prioritizes and plans work activities; Uses time efficiently.*

Communication - *Listens to understand and requests clarification when needed; Responds thoroughly and accurately to questions; Speaks and writes clearly and concisely; Reads and understands written information and instructions.*

Teamwork - *Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.*

Adaptability - *Readily adapts to changes in the work environment; Deals positively with changes, delays, or unexpected events; Manages competing demands; Changes approach or method to best fit the situation.*

Technical Skills – *General knowledge of library networks and equipment troubleshooting; Strives to continuously*

build knowledge and skills; Shares expertise with others; Proficient in CCS Core Competencies.

Dependability - *Takes responsibility for own actions; Keeps commitments; Completes assigned tasks on time or notifies appropriate person with an alternate plan.*

Quality - *Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.*

Analytical – *Researches, collects and analyzes data, supporting recommendations with data.*

Problem Solving - *Identifies and resolves problems in a timely manner.*

Computer Skills: *Working knowledge of Microsoft Office Products, the internet, email and databases; Experience with integrated library system software*

Other Qualifications: *Valid Illinois driver's license or ability to obtain one within 60 days of hire. Must be willing to work evening and weekends.*

Travel: *Some local travel is required of the position*

Work Environment: *Noise level in the work environment is quiet to moderate*

Physical Demands:

- *Must be able to hear, comprehend and respond to the library user both in person and in telephone conversations*
- *Must have visual ability to see computer screen, read call numbers and bar codes on books*
- *Must be able to manipulate computer keyboards, calculator, and cash register*
- *Must be able to lift and carry bags of books or boxes weighing up to 40 pounds*
- *Must be able to reach a height of greater than 60"*
- *Must be able to speak distinctly to large groups*
- *Must be able to drive a car and hold a valid driver's license*
- *Must be able to walk distances of more than 50 feet within the building to shelve or retrieve materials*
- *Must be able to push a cart of books weighing 100 pounds or more*
- *Must be able to bend to reach lower shelves*
- *Must be able to move or carry chairs, tables and other minor furniture*
- *Must be able to lift, move and rearrange shelves*
- *Must be able to sit or stand for extended periods during the work period*
- *Must be able to use a stool or ladder, stoop, kneel, crouch and crawl*
- *Must be able to work a varied schedule as library needs dictate, including days, evenings, and weekends*

Safety and Risk Management Responsibilities:

Employees are responsible for complying with safe work rules; reporting all accidents and injuries immediately; cooperating in all accident and injury investigations; reporting defective equipment and unsafe conditions