

ADULT SERVICES ASSISTANT

Definition

The Adult Services Assistant is responsible for providing library services to adults, with emphasis on exemplary customer service and readers' advisory.

Full-or Part-time: Part-time

Grade Level: 3

FLSA Status: Non-Exempt

Supervision

Work is performed under the general supervision of the Head of Adult Services. May receive direction from the Person in Charge.

Essential Functions

- Greets visitors with a smile and helpful attitude.
- Participates in all operations of the Adult Services department, including reference, readers' advisory, collection maintenance, marketing, and outreach.
- Under the direction of the Head of Adult Services, designs and executes a variety of print and digital promotions (brochures, bibliographies, slides, etc.) to stimulate increased use of library resources.
- Demonstrates proficiency in computer graphic design principles and/or software.
- Demonstrates proficiency in Microsoft Office applications.
- Seeks in-depth familiarity with the library's collection in all formats.
- Talks about and recommends books, movies, and music to the public.
- Demonstrates proficiency in social media platforms and understands its promotional opportunities.
- Engages library users in conversations about library promotions, programs, and services.
- Views all areas of the library and its collections with a critical eye toward neatness and usability from a patron perspective.
- Assists in planning, promotion, and execution of a summer reading program for adults.
- Assists the public in basic computer (including common smartphone/tablet) and Internet functions, printing, scanning, and faxing.
- Troubleshoots computers and liaisons with SWAN and technology vendors to resolve issues.
- Possesses a keen appreciation for and understanding of customer service in the execution of duties, with a focus on "getting to yes".
- Collaborates with others to identify and resolve building issues that affect library services.
- Responsible for the general maintenance and appearance of the Adult Services department.
- Resolves patron incidents, problems, concerns, and conflicts in conformance with library policies and procedures and professional standards.
- Shares responsibility for building supervision and opening and closing procedures.
- Performs other duties as assigned.

Qualifications

- Bachelor's degree in a related field.

- Some training and experience in the work of libraries is highly desirable.

Knowledge, Ability, and Skills

- Available to perform the above-listed essential functions on site at the library.
- Available to work a schedule that includes evenings and weekends, and that will change from time to time.
- Communicates orally and in writing in English.
- Considerable ability to understand and follow written and oral instructions.
- Communicates and works effectively with the public and all levels of library staff in a warm, friendly, and helpful manner.
- Works independently, making decisions within stated guidelines to solve problems and produce accurate work on a timely basis.
- Works collaboratively and productively with coworkers and supervisors.
- Good organizational and planning skills, with ability to pay attention to detail.
- Dependable, reliable, punctual, and patient.
- Able to relate to culturally and/or economically diverse individuals.
- Demonstrates effective listening skills, in a respectful and sensitive manner.
- Able to be flexible in job tasks and adapt to new situations.
- Exercises initiative and discretion.
- Remains calm in difficult situations.
- Open and alert to suggestions and new ideas.

Physical Requirements/Work Environment

- Work that includes repetitive keyboard use.
- Work that includes accompanying library patrons to stacks and reaching for items on upper shelves and stooping for items on lower shelves.
- Work that includes carrying several books at a time.
- Work that includes pushing loaded book carts of up to 25 lbs.
- Manual dexterity, clear speech, hearing acuity, and correctable vision.
- Provides own transportation.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent/applicant when possible.

Updated August 2018

Employee Signature

Date