

Oshkosh Public Library

Position Description

Position: Information Services Library Assistant

Classification: Library Assistant II

Department: Information Services

Date: 4/30/2020

GENERAL PURPOSE

Under the supervision of a Librarian, responsible for a wide variety of basic public, technical, clerical, and paraprofessional duties. Among these duties are: reference service, reader’s advisory, technology assistance and other duties as assigned.

Supervisor: Head of the Information Services Department

Salary Matrix Level C

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duty / Responsibility	Performance Standards
Assist Patrons	
<ul style="list-style-type: none"> Interview customer to access their needs and connect them with library services in a friendly, professional manner, whether by phone call or in person. 	<ul style="list-style-type: none"> Customer inquiries are effectively addressed. Customers leave library satisfied.
<ul style="list-style-type: none"> Direct customers to the location of materials and services available in the library. 	<ul style="list-style-type: none"> Customers will successfully arrive in the desired area of the library (e.g. checkout desk, public internet computers).
<ul style="list-style-type: none"> Demonstrate to customers how to search the online catalog and place reservations on materials along with the library’s other online and electronic resources. 	<ul style="list-style-type: none"> Customers will be able to successfully navigate library’s online resources by themselves.
<ul style="list-style-type: none"> Advise customers on the options of interlibrary loan or request for purchase for materials not owned by the library or library system. 	<ul style="list-style-type: none"> Staff will complete and submit an interlibrary loan request or request for purchase form for customer.
<ul style="list-style-type: none"> Instruct customers on how to download electronic material to their personal devices 	<ul style="list-style-type: none"> Customer will be able to successfully download materials.

<ul style="list-style-type: none"> • Provide customers with basic technology instruction including opening email and social networking accounts, create word documents, send attachments, complete online forms, print documents, and download/save documents to portable storage media. 	<ul style="list-style-type: none"> • Customer accomplished the desired task.
<ul style="list-style-type: none"> • Provide reader's advisory service (e.g. book suggestions, next book in series). 	<ul style="list-style-type: none"> • Customers welcome employee suggestions. • Customers check out or place a hold on desired book.
<ul style="list-style-type: none"> • Check out various materials to customer that will be used in the library (e.g. Chromebooks, headphones, memory card reader). 	<ul style="list-style-type: none"> • Equipment is accounted for by holding customer's library card or other type of identification.
Specialized Duties	
<ul style="list-style-type: none"> • Add data to local history databases, update reader's advisory content on website and assist pages with interlibrary loan processing. 	<ul style="list-style-type: none"> • Data entry and website content is accurate. • Customers will receive their interlibrary loan requests in a timely matter.
<ul style="list-style-type: none"> • Assist librarians with tasks such as: weeding, collecting statistics, updating display monitor, scanning materials and ordering office supplies. 	<ul style="list-style-type: none"> • Tasks are completed per librarians' directions.
Maintain second floor	
<ul style="list-style-type: none"> • Retrieve returned display materials from first floor workroom and search the workroom for items that are available but not on the shelves yet. 	<ul style="list-style-type: none"> • Customers will not have to regularly ask for help finding display materials. • Display materials will be displayed attractively. • Customers will leave with item they desired.
<ul style="list-style-type: none"> • Provide an appealing atmosphere by straightening shelves, creating displays, decorating, and keeping the library clean. 	<ul style="list-style-type: none"> • Second floor will be neat, clean, and inviting.
<ul style="list-style-type: none"> • Follow opening and closing procedures regarding lights, computers, elevator, photocopier, bathrooms and Waters Building. 	<ul style="list-style-type: none"> • Library will be ready to open on time with all equipment running properly. • Library will be secure during closed hours and the appropriate equipment will be shut down.

Provide a safe environment	
<ul style="list-style-type: none"> Assist with building security by disabling and enabling alarms, ensuring that the building is emptied at closing, and investigating security and building alarms. 	<ul style="list-style-type: none"> There will be a lack of calls from ADT, etc., that alarms were not properly set or security breached
<ul style="list-style-type: none"> Assist with keeping bathroom stocked with toilet paper, and other hygiene products available to public. 	<ul style="list-style-type: none"> Bathrooms will have supply of toilet paper. Tissues and hand sanitizer will be available at service desk.
<ul style="list-style-type: none"> Assist with public health and safety by assisting with medical emergencies, accidents or injuries, assisting lost children, and following proper procedures for handling blood borne pathogens. 	<ul style="list-style-type: none"> Staff and customers are healthy and not in need of health-related assistance.
<ul style="list-style-type: none"> Enforce library policies, procedures and rules. Complete necessary reports in the case of accident, injury, theft of library property, disturbances, or inappropriate use of internet or library equipment. Contact police when necessary. 	<ul style="list-style-type: none"> Incident report was completed when appropriate. Action performed was appropriate to incident.
Maintain positive relationships	
<ul style="list-style-type: none"> Be respectful and courteous to coworkers. 	<ul style="list-style-type: none"> Coworkers enjoy working with each other. There will be a lack of complaints.
Professional Development	
<ul style="list-style-type: none"> Participate in continuing education activities such as workshops, webinars, classes, and readings that contribute to personal and professional growth. 	<ul style="list-style-type: none"> Patron service and/or staff relations will have added value when staff member learns and applies relevant knowledge and skills.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of library policies, procedures and rules.
- Basic computer skills including data entry and word processing. Skill in the operation of software needed to perform the job includes library automated software, web content software, popular search engines, email providers and social networking sites.
- Knowledge of devices for reading ebooks and listening to downloadable audiobooks.
- Ability to work confidently in high-pressure, fast-paced environment. Able to prioritize tasks appropriately during busy periods and make effective use of slow periods.
- Skill in communicating effectively with people from diverse backgrounds; successfully negotiate situations where customers are upset.
- Ability to work independently with limited direct supervision; establish and maintain effective working relationships; process confidential materials with discretion.
- Knowledge of assistive equipment, devices and technology for disabled persons.
- Ability to learn new technologies.

REQUIRED EDUCATION AND/OR EXPERIENCE

High school diploma or equivalent required; some college preferred.

TOOLS AND EQUIPMENT USED

Personal computers, printers, photocopy machines, telephone, fax machines, microfilm machines, scanner and other related office equipment.

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.

While performing the duties of this job, the employee may be required to stand for extended periods of time; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee is required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to be able to push carts and lift boxes weighing up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is moderate. Most work is indoors.

Employee may be called upon to clean up blood borne pathogens and bodily fluids.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and background check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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