



LIBRARY ASSISTANT ~~II~~2 – ~~FULL TIME/PART TIME~~PATRON SERVICES

JOB DESCRIPTION

Department: TBD <u>Patron Services</u>	Benefits	Yes (pro-rated for PT)
Division: N/A	Time:	General minimum of 39 hours per week for Full Time and 20 hours per week for Part Time, including evening and weekend hours. Part-time employees may work additional hours above the 20 base hours as requested by their supervisor for the Library's needs.
Job Type: Civil Service (FT) ; Non-Civil Service (PT)	FLSA Status:	Non-Exempt
Reports To: TBD <u>Patron Services Manager</u>	Pay Grade:	25

JOB SUMMARY

A Library Assistant ~~II~~2 – Patron Services provides library account management, information services, bibliographic instruction, and computer lab assistance to patrons of all ages; ~~participates~~ assists in preparing and implementing ~~in~~ outreach and programs ~~and~~; and provides excellent customer service. ~~A Library Assistant II also performs detailed clerical work under specific policies and procedural guidelines that involves the automated circulation of Library materials and the maintenance of related files.~~ A Library Assistant ~~II~~2 – Patron Services may create and/or maintain schedules for Library staff. Duties require extensive public interaction, and the Library Assistant ~~II~~2 – Patron Services must be continually positive and friendly while ~~handling many tasks at once~~ working in a busy environment. A Library Assistant ~~II~~2 – Patron Services reports to the Patron Services Manager.

ESSENTIAL FUNCTIONS

- Provides routine information services for patrons.
- Assists patrons with the online Library catalog, the Internet physical and digital resources, and Library technology.
- Provides advisory service to patrons for all materials, including preparation of print or online bibliographies. Helps patrons find the right item, using reading/viewing/listening experience, the library catalog, an awareness of popular culture, and personal knowledge of current affairs and local events.
- Assists in preparing and implementing programs and/or outreach activities for groups of all ages.

- Upholds Library Rules of Behavior and other Library policies and procedures.
- Checks Library materials ~~in and~~ out, collects fees, explains policies, issues library cards, and maintains patron files.
- ~~Utilizes the Library's computer system for various services and functions.~~
- Assists with training for new staff members and volunteers.
- Handles monetary transactions with accuracy.
- Shares responsibility for the smooth running of public patron service desks and Home Delivery service.
- Assists in updating procedures and training materials.
- ~~Assists with creation of marketing and display materials and resource lists.~~ Provides support in the creation of marketing materials.
- ~~Monitors status of security equipment and ensures security of Library items.~~
- May be a Notary Public.
- ~~May perform Library Assistant I tasks according to the needs of the Library.~~
- May create and/or maintain schedules for Library staff.
- Performs other ~~related~~ duties as assigned.
- Attends department and other meetings as scheduled.

JOB REQUIREMENTS

Education & Experience

- High school diploma or equivalent required.
- ~~One year~~ One -year successful, continuous work experience required.
- Previous customer service or public service, library, and supervisory experience all preferred.
- Training or experience in providing information services and technology assistance; ~~experience in adult, teen, or children's services or circulation services~~ desiredrable.
- Experience with electronic resources ~~desirable~~ desired.
- Prior experience with the Polaris ILS ~~desirable~~ desired.
- Bilingual skills (especially Spanish, French, or Chinese) desiredrable.

Knowledge of

- ~~Knowledge of p~~ Print and digital information sources.
- ~~Working knowledge of the Microsoft Office Suite.~~ basic word processing and spreadsheet software, plus additional Microsoft Office modules.

- ~~General office and clerical procedures.~~

Skills

- Strong commitment to excellent public service; friendly, energetic, and adaptable.
- ~~Good~~**Excellent** organizational, interpersonal, and decision-making skills to work effectively with patrons ~~and~~ staff, ~~and~~ visitors.
- ~~Creative reference and database skills.~~
- Excellent ~~verbal and nonverbal~~ communication skills.
- ~~Dependability and honesty.~~
- Physical strength and agility sufficient to ~~push loaded book trucks, to lift and carry up to 40-50 pounds, and to access high and low shelves~~**perform assigned tasks.**

Ability to

- ~~Quickly develop an effective working knowledge of the Library's computer systems and of relevant databases.~~
- Serve patrons calmly and diplomatically in a consistently friendly and courteous manner.
- **Use a variety of workplace technologies, including the Microsoft Office Suite and Internet.**
- ~~Master~~**Learn** complex, detailed routines, ~~and~~ procedures, ~~and~~ library software.
- Understand and follow detailed oral and written instructions.
- **Learn, and follow, and enforce** all relevant Library policies ~~and~~ procedures.
- Complete work with accuracy, ~~while working in a fast-paced work and handle frequent, sudden task changes effectively~~**environment.**
- Work with ~~diverse members of the public, visitors, patrons~~ and staff in a consistently friendly and courteous manner.
- Work in a team atmosphere in a ~~consistently~~**consistently** cooperative manner.
- Assume responsibility and work ~~neatly and~~ efficiently without direct supervision.
- ~~Enforce Library policies.~~
- Work full range of Library hours, including evenings and weekends.
- Work additional hours beyond those regularly scheduled as necessary and ~~for~~**based on** the Library's needs.

Licenses, Certifications, and Memberships Required

- **Willingness to become a Notary Public and to perform all related duties and functions.**

~~Willingness to become a Public Notary and to perform all related duties and functions. May be required to become Notary Public.~~

General

- Regular schedule may need to be adjusted to meet the needs of the Library.

CONTACTS: INTERNAL/EXTERNAL

- Daily contact with Library staff, volunteers, patrons and patrons staff.
 - ~~Frequent contact with visitors and callers.~~

SUPPLEMENTAL INFORMATION

Working Environment: *The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- The work will occur primarily at The Urbana Free Library.
- Occasionally, staff perform outreach at offsite locations.
- Typical work schedule could include any hours that the Library is open in addition to time before and afterwards, with flexibility depending on the needs of the ~~department~~Library.

Physical Strength and Agility:

Physical strength and agility sufficient to perform assigned tasks:

- While performing the duties of this job, the employee is frequently required to walk, sit, and talk or hear.
- The employee is ~~occasionally~~ required to use hands to handle, feel, or operate objects, tools, or controls; and reach with hands and arms.
- The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to ~~40-50~~ pounds.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress; and the ability to adjust focus to both print and electronic text.
- Hearing: Hear in the normal audio range with or without correction.
- Other: Lifting, pushing, and keyboarding.

The physical demands described herein 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.

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.

The Urbana Free Library is an Equal Opportunity Employer.

Last updated: ~~October __, 2022~~ March/April 2023