

# Assistant Librarian in Adult Services



This position is responsible for providing frontline service to the public and support to the Adult Services department. Some evenings and weekends required. Reports to the Manager of Adult Services.

## Primary responsibilities

- ▶ Provides basic reference and readers advisory service to patrons
- ▶ Assists patrons in finding library materials and using online resources
- ▶ Assists patrons in use of computers and library equipment; troubleshoots as necessary
- ▶ Assists with the development, presentation, and promotion of programs
- ▶ Creates and maintains displays as assigned
- ▶ Assists librarians with the evaluation and selection of materials in assigned areas
- ▶ Provides and models excellent customer service
- ▶ Resolves patron concerns at the public service desks and refers unresolved issues to a manager
- ▶ Tracks relevant statistics and prepares related reports and presentations
- ▶ Performs other related duties as assigned

## Performance expectations

- ▶ Demonstrates a commitment to public library service
- ▶ Fosters and maintains high standards of public service and professional ethics
- ▶ Maintains familiarity with Library policies and procedures and makes decisions accordingly
- ▶ Maintains necessary skills; attends relevant workshops and classes
- ▶ Attends staff meetings and other relevant meetings
- ▶ Ensures public safety

## Qualifications

- ▶ LTA certificate or BA or equivalent

## Culture statements

### Engage

We are committed to providing stellar public service. We foster staff's strengths, talents, and passions to best serve our patrons. Every staff member is a Library ambassador and asset.

### Empower

Learning on the job takes place every day and experimentation is encouraged. There is no penalty for taking a reasonable risk. We learn from each other and teach others what we know. Every staff member is a problem-solver and sees their work reflected in our successes and achievements.

### Collaborate

We do more and achieve more as a team than as individuals. We listen to ideas and input and encourage inclusive collaboration at all levels. We laugh together and we coach, inspire, and cheer each other on in our professional endeavors.

### Value

We are proud of our work and our community. We are friendly and thoughtful during our interactions with each other and our patrons. We value communication and transparency. We encourage all staff to have work-life balance and enjoy life outside of the Library.

- ▶ Experience in a customer driven environment with excellent customer service attitude; previous reference experience preferred
- ▶ Knowledge of automated library systems and information technology
- ▶ Knowledge of the organization and management of library operations
- ▶ Ability to set priorities, make independent decisions, and exercise discretion
- ▶ Ability to interact and communicate effectively with the public and staff using oral and written English
- ▶ Computer knowledge sufficient to perform required duties quickly and accurately
- ▶ Avid reader with ability to book talk

## Physical qualifications

- ▶ A valid driver's license and the ability to drive throughout the community as required
- ▶ Vision adequate to read computer screens and a variety of print materials
- ▶ Ability to lift and/or transport heavy objects (up to 35lbs)
- ▶ Ability to reach, bend, and lift to shelve and retrieve materials
- ▶ Mobility sufficient to maneuver safely between workstations