

POSITION: Fiction / AV / Teen Services Department -
Fiction/AV/Teen Assistant

JOB DESCRIPTION

SUPERVISOR:

Under the direct supervision of the Program Librarian-Supervisor in the Fiction / AV / Teen Department.

RANGE: 6

HOURS/SCHEDULE:

General part time or Regular part time: Day, evening, weekend hours. Specific schedules vary. Schedules subject to change if the need arises.

PURPOSE:

The Fiction/AV Assistant is responsible for providing popular library services to adults and young adults in the Fiction/AV/Teen Department. The primary responsibility of this position is staffing the public service desk. Related support tasks as assigned may include and are not limited to library instruction, compiling reader aids, assembling book displays, maintaining files, assisting with programs, and assisting with maintaining the Department web pages. It requires the ability to access, input, and retrieve data from the computer; ability to retrieve information from electronic, print and non-print collections; ability to perform light to medium work; ability to conduct reference interviews online, on the telephone and in person.

ESSENTIAL DUTIES: (Percentages vary based on specific schedule)

Public Services 50% - 90%

Support and Collection tasks 10% – 50%

DUTIES AND RESPONSIBILITIES: (In alphabetical order)

Applies values-based customer service

Assembles book displays when assigned

Assists patrons at the public service desk, on the telephone, and online with basic popular material inquiries

Assists patrons at the public service desk in locating materials

Assists patrons with use of the equipment in the public services area

Assists with collection development including selection and weeding when assigned

Assists with maintaining the Fiction/AV/Teen web pages when assigned

Attends appropriate meetings, workshops and seminars

Compiles booklists, bookmarks, and other patron aids

Executes basic electronic bibliographic and informational search using on-line databases, Internet sites/files, and Horizon database

Participates in department programming and discussions when assigned

Performs desk procedures assigned to the public service desk

Provides library instruction and tours when assigned

Provides support and assistance for programs, and other events and activities when assigned

Serves on committees as assigned

Writes reports and compiles statistics as assigned

Other duties as assigned

ABILITY, KNOWLEDGE AND SKILLS: (In alphabetical order)

- Ability to access, input and retrieve data from the computer
- Ability to conduct a patron interview in-person, on the telephone, and online to provide accurate information or referral to a librarian
- Ability to effectively use email
- Ability to handle multiple tasks
- Ability to handle several tasks simultaneously
- Ability to listen
- Ability to perform light to medium work
- Ability to reach, bend, push, pull, grasp, lift, kneel and crouch
- Ability to store and retrieve information from print, nonprint, and online collections
- Ability to work as a member of a team
- Ability to work effectively and courteously with both the staff and the public
- Ability to work independently
- Basic knowledge of literature, popular fiction and non-fiction
- Basic knowledge of popular AV materials
- Basic knowledge of social networking

- Knowledge of library policies and procedures
- Knowledge of library services and organization
- Knowledge of readers' advisory ready reference sources
- Knowledge of the scope and organization of the Library's collections
- Knowledge/skill in basic search strategies
- Knowledge/skill in the use of computers, Windows, e-mail, and social networking applications
- Knowledge/skill with collaborative and/or interactive web applications
- Knowledge/skill with electronic messaging e.g. email
- Knowledge/skill in Integrated Library System
- Knowledge/skill in Microsoft Office applications
- Knowledge/skill in ready reference electronic, print and online resources
- Knowledge/skill with reference interview
- Skill in written and oral communication

EDUCATION AND TRAINING:

Bachelor's degree. Public service experience. Bilingual skills a plus.