Information Services Assistant (Technology Emphasis)
4 Positions Available!

The Dayton Metro Library is seeking several Information Services Assistants with a Technology Emphasis for our Burkhardt, Electra C. Doren, Huber Heights, and Trotwood Branches. The successful candidates should be prepared to help patrons learn basic to intermediate computer skills. They will also assist users in accessing and utilizing the Library’s free downloadable collections and databases. Above all, these staff members will be expected to provide the stellar customer service for which the Dayton Metro Library has become known. If helping other people with their information needs sounds like a great career, we want to hear from you today!

Essential Job Duties

• Demonstrates excellent internal and external customer service. Proactively provides assistance at all service points as needed.
• Provides library users with assistance in reference, readers’ advisory, and in the use of public computers, personal electronic devices and library virtual materials.
• Provides instruction to patrons and employees. Conducts public training sessions in computer applications, personal electronic devices and virtual library services.
• Serves as liaison with Information Technology Services. Troubleshoots and maintains automation/electronic equipment.
• Under the direction of the manager(s)/librarian(s), plans, develops and promotes programs and services to meet the informational and recreational needs of the community.
• Provides service and maintains liaisons with schools and community agencies.
• May serve with one or more specialty emphasis such as teen, children’s or adult services.
• Performs circulation responsibilities and related activities as needed.
• Under the direction of a manager, may assist with collection development activities such as redistribution, purchase suggestions or preliminary de-selection.

Job Qualifications

• Bachelor’s degree from a four-year college or university preferred; or one to two years related experience and/or training; or equivalent combination of education and experience.
• Valid Ohio driver’s license, acceptable motor vehicle record, and continuous insurability required. Ability to determine patron information needs and construct a competent and complete search strategy.
• Ability to develop programs and services to meet community needs.
• General knowledge of PC equipment required.
• Fluency with personal electronic devices and library virtual materials required.
• Ability to deal effectively with challenging individuals and/or situations.
• Schedule includes day, evening and Saturday hours.

Compensation and Benefits: These full-time positions are subject to a partial furlough under the Shared Work Ohio Program at a rate of $17.03 per hour. A full benefit package is offered that includes health, dental, vision and life insurance as well as paid time off.

Application Process: For first consideration, please send your cover letter, resume, and contact information for three employment references to careers@daytonmetrolibrary.org by October 20, 2020.

The Dayton Metro Library is an Equal Opportunity Employer.