Position Title: Information Assistant (20 hours/week)
Non-exempt
Reports to Director
Positions Supervised: None
Last revision: Approved by the Board 1/18/11 Resolution #2-2011

Purpose: Under supervision, the Information Assistant assists patrons with locating materials and information, serves patrons at the checkout desk and processes circulating materials.

Essential Position Functions:
1. Leads the opening and/or closing procedures including managing money, ensuring the set up or shut down of equipment and unlocking or locking of doors.
2. Proactively provides customer service by interviewing, researching and answering questions from patrons, checking out materials and assisting patrons with Library card accounts.
3. Recommends materials based on the patron's interest.
4. Researches and requests materials from other libraries through SEO (interlibrary loan service).
5. Supports the Service Coordinators in planning, promoting and presenting programs for patrons both in the Library and outside the Library through community outreach, with the guidance of the Director.
6. Supports the Director in developing and maintaining the collection to include weeding selected materials as assigned.
7. Acts as “Staff Member in Charge” as needed.
8. Performs duties of a Shelver as needed.

Required Qualifications
Education, Training and/or Experience:
1. College degree or three (3) years of full time employment.
2. A minimum of one (1) year of customer service experience.
3. Ability to pass alphanumeric sorting test.

Knowledge, Skills, Abilities and Personal Characteristics:
1. Ability to maintain confidentiality and use appropriate judgment in handling information and records.
2. Ability to work accurately with attention to detail.
3. Ability to work unsupervised and to maintain workflow and priorities as established by the Director.
4. Ability to arrange items in alphanumeric and /or subject order.
5. Ability to speak and deliver programs before groups.
6. Knowledge of traditional and electronic resources including websites, databases and on-line searching skills.
7. Ability to address and resolve patron conflicts equitably.
8. Ability to retain and follow circulation policies and procedures.
10. Proficient in the use of email, word processing, and spreadsheets.

Certifications, Licenses, and Registrations:
None

Preferred Qualifications:
1. Library experience.
2. Programming experience.

Physical Demands:
1. Ability to sit and use a computer extended periods and operate standard office equipment daily.
2. Ability to lift and move thirty (30) pounds, daily.
3. Ability to push book trucks with up to one hundred and fifty (150) pounds of materials on them, daily.
4. Ability to stand for extended periods, daily.
5. Ability to perform repeated reaching, bending, climbing and squatting, daily.
6. Travel by automobile is frequently required.

Working Conditions
1. Majority of work performed in general office/library environment.
2. Requires evenings and/or weekends.
3. Requires periodic participation and attendance at events and training.

This position description is not intended to be a complete list of all responsibilities, skills or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of the Hurt/Battelle Memorial Library. Reasonable accommodations may be made to enable someone with a qualifying disability to perform essential functions of the position.

The Hurt/Battelle Memorial is an Equal Opportunity Employer. The Library adheres to a strict policy of nondiscrimination in every aspect of the employment process without regard to race, color, religion, sex, age, ancestry, national origin, mental or physical disability, veteran status, or any other status protected by law.

If interested in applying for this position, please send application, resume and cover letter to tmclaskie@hbmlibrary.org. The application is available on the Library website at www hbmlibrary.org or you may call the Library at 614.879.8448 to request one. The application deadline is 10/16/2020.