Position Title: INFORMATION ASSISTANT
Department: REFERENCE /ADULT SERVICES
Reports to: REFERENCE/ADULT SERVICES LIBRARIAN II
Starting salary: $16.00/hr

The Information Assistant is a creative, enthusiastic, self-motivated, curious, adaptive individual who communicates well with their team members and patrons. Information Assistants provide consistent, high quality customer service while coordinating with their team to answer reference questions, perform basic technological troubleshooting and instruction, develop instructive and entertaining programs, and provide readers’ advisory services.

Reference and Information
- Assists patrons in locating and obtaining information and materials from within the library, online, or through interlibrary loan in order to meet their informational, educational, and recreational needs
- Answers information questions in the library, by telephone, and by email
- Explains, demonstrates, and assists users in the use of print and electronic resources including online databases, websites, and downloadable materials
- Instructs patrons in the use of the online catalog
- Promotes the effective use of information resources through instruction
- Explains basic library functions, services, and resources to patrons
- Prepares instructional aids for a variety of technologies, and library materials and services
- Carries out interlibrary loan process, maintaining necessary records and communication
- Assists patrons with local history and genealogy inquiries
- Reads relevant professional literature and attends appropriate workshops or conferences as authorized by the director

Readers Advisory and Displays
- Recommends materials based on patrons’ interests
- Prepares bibliographies to promote library use and materials
- Uses a variety of tools and resources to recommend fiction and nonfiction titles
- Develops varied and alternating displays to promote the collection
Programs

- Develops and implements educational, instructional, and entertainment programs for adults
- Prepares publicity materials to promote the library’s programs

Technology

- Provides basic technology support and computer instruction to patrons
- Troubleshoots minor computer problems with patrons
- Provides training and assistance to patrons in the use of computer hardware and software, library databases, e-books, and the internet
- Assists patrons with e-content (e-books, e-audio, digital magazines etc.) in the library and by telephone
- Assists patrons with library related apps (Overdrive, Libby, Hoopla etc.) in the library and by telephone

Customer Service

- Proactively provides customer service
- Interacts with patrons in a professional, courteous, and tactful manner
- Maintains confidentiality and uses appropriate judgement in handling information and records
- Assists patrons of all ages and backgrounds with a complete range of library services at a service desk, on the floor of the library, or with portable technology at events in the community

Physical Demands

- Ability to read titles on shelves
- Ability to use a computer

Required Knowledge, Skills and Abilities:

- Bachelor's Degree
- Relevant library experience including demonstrated excellent customer service
- Ability to work evenings, weekends, and mornings; ability to work remotely as assigned
- Ability to learn and use the library’s computerized circulation system as well as other essential workplace technologies, including Microsoft Office Suite, Google Workspace, social media applications, and related library apps
- Commitment to cultural humility in serving diverse populations
- Excellent verbal and written communication skills, ability to effectively present library programs to adults
- Excellent interpersonal skills to interact with staff and patrons of all ages, from all backgrounds
- Ability to work independently, take initiative, manage time effectively, and demonstrate attention to detail
- Ability to uphold library professional standards, the library’s mission and strategic plan
- Ability to work in an environment subject to continuous interruptions and background noises
- Knowledge of local history and historical research best practices desired
- Specific genealogy, genealogy programs, or archive knowledge, a plus
- Other duties as assigned

Updated 7/22/2021