



Information Assistant

Department: Information Services
Reports to: Information Services Manager
Salary Range: \$16 - \$30 per hour
Remote Opportunity: As assigned

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.

Supervision:

- No supervisory responsibilities

Library Functions:

- Proactively provides customer service to patrons in person, by telephone and by e-mail with obtaining information and materials from within the library, online, or through interlibrary loan
- Stays up-to-date on library resources to maintain the ability to guide users in the use of print and electronic resources including online databases, websites, downloadable materials and the use of the online catalog
- Promotes the effective use of information resources through instruction
- Prepares instructional aids for a variety of library materials and services
- Carries out interlibrary loan process, maintaining necessary records and communication
- Assists patrons with local history and genealogy inquiries
- Ability to assist in collection maintenance, including weeding, shelving, and processing materials
- Reads relevant professional literature and attends appropriate workshops or conferences
- Recommends materials based on patrons' interests using available tools and resources
- Prepares bibliographies to promote library use and materials
- Develops varied displays to promote the collection
- Develops and implements educational, instructional, and entertainment programs for adults
- Prepares publicity materials to promote the library's programs
- Troubleshoots minor computer problems with patrons
- Assists patrons with e-content and library related apps
- 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
- Performs other duties as assigned

Physical Demands:

- Ability to remain stationary for long periods of time at service desks
- Ability to move about inside the library between service points to access equipment, shelves, materials, etc.
- Ability to push carts and lift materials and equipment weighing up to 30 lbs.
- Regularly positions self to reach upper and lower shelves while handling items weighing up to 10 lbs.
- Regularly reads text on paper, from a screen, and from items sitting on shelves
- Ability to follow oral and/or written instructions
- Ability to complete repetitive tasks

Minimum qualifications:

- Bachelor's Degree or equivalent experience
- Relevant library experience including demonstrated excellence in customer service
- Ability to learn and use the library related technology
- Excellent verbal and written communication skills
- Ability to work independently in an environment subject to continuous interruptions
- Basic knowledge of genealogy programs, local history and research best practices
- Ability to alpha-numerically sort and organize library materials
- Commitment to cultural humility in serving diverse populations
- Desire to uphold library professional standards and the library's mission and strategic plan

Employee Signature

Date

Print Name