



Information Services Assistant

Department: Adult & Teen

Reports to: Head of Adult & Teen

Chain of Command: No

Certifications: None

Level: 7

FLSA Status: Non-Exempt

Position Summary

All staff work together to create opportunities for our community to become its best. As a member of the library team, I am essential in providing excellent experiences by being proactive and helpful. With a hospitable attitude, I assist patrons with their daily use of the library.

Essential Functions

Expertise

- I create opportunities for our community and visitors to become their best by demonstrating exceptional experiences in the library.
- I stay informed of current technology trends and make recommendations of new equipment and software that would be beneficial to our patrons and community
- I assist patrons with the use of library databases and library subscriptions.
- I participate in planning and implementing library events and programs as they relate to my department and the library as a whole.
- I understand technology and library equipment in order to give quick and effortless help to our patrons.
- I reliably keep statistics for the department and/or library that are clear and accurate.
- I understand and follow all procedures for opening and closing the department so my coworkers and I can perform effectively.
- I represent the library at community events and organizational meetings when needed.

Customer Service

- I am approachable and understanding so that I can assist patrons in accessing materials and information.
- I remain customer focused when offering assistance to patrons or when answering library questions.
- I communicate well when answering the telephone at the service desk in order to assist patrons and staff.
- I help resolve issues with patrons and help assure they have good experiences in the library.

- I am an advocate for books and reading, taking the time to talk to patrons when assisting them.
- I deal with patron concerns and issues in a timely and professional manner.

Professionalism

- I am a vital component in an engaged and thriving community.
- I represent KHCPL by being ethical, sympathetic, and responsible.
- I communicate well, in person and by email or phone.
- I keep the library a welcoming place by knowing and reminding patrons of the Patron Code of Conduct.
- I stay informed of library news and events by regularly reading and responding to email, memos, and other library related documents.
- I remain flexible and accept new or temporary job duties as the need arises and the library evolves.

Nonessential Functions

- I frequently communicate with my supervisor and other staff to give input and ideas on how to continually make the library a better place for our community.
- I recognize that we work as a team, and help coworkers in my own department and in other departments as I am able.
- I collaborate with the Reader's Advisory Librarian to promote the library's collection.

CORE ABILITIES CRITICAL TO ALL STAFF

- I am customer focused.
- I am cooperative and a collaborator.
- I am understanding and compassionate.
- I am a self-starter and have a strong work ethic.
- I am flexible and open to change.
- I am an effective communicator.
- I am a problem solver.
- I am responsible and honest.
- I am ethical, use good judgment, and stay calm under pressure.
- I am a continuous learner.
- I am approachable.

Knowledge and Skills

- Consistently models pleasant and positive behaviors, with excellent interpersonal skills.
- Exhibits strong written and verbal communication.
- Listens without interrupting or jumping to conclusions.
- Heavy experience with personal computers and related products.

- In depth understanding of Microsoft Office and all Microsoft Operating Systems.
- Personal Computer troubleshooting and repair.

Education/Experience and any pertinent Certifications

- High school diploma or equivalent, preferred 1-2 years college with emphasis on computer technology.
- 1 year of more experience working with the public.
- Must have a valid Indiana's driver's license, or the ability to attain one.

Working Conditions

Unless reasonable accommodations can be made, while performing this job the staff member shall:

- Use strength to lift items needed to perform the functions of the job, usually no less than 25 lbs. and no more than 50 lbs.
- Sit, stand and walk for required periods of time
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal, spoken word levels.
- Communicate effectively in English, using proper grammar and vocabulary.
- Use hands, arms, and fingers to handle objects and operate tools, computer, and/or controls.
- Work in normal library working conditions; moderate exposure to office and maintenance chemicals.
- Encounter normal fluctuations in interior conditions, such as noise and temperatures.

This job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, assignments or working conditions associated with this job.

Kokomo-Howard County Public Library provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. We encourage applications from members of underrepresented minority groups.