



INFORMATION SERVICES ASSISTANT

This job description contains the facts necessary to evaluate and distinguish it from other jobs. It is not intended to be a detailed description of every duty and responsibility.

SUPERVISOR: Assistant Head, Adult & Teen Services
LOCATION: Adult & Teen Services

LEVEL: 7

JOB FUNCTION: Assist patrons with use of library resources including, computers, new technologies, databases and library catalog.

ESSENTIAL JOB DUTIES:

1. Provide Quality Customer Service
 - a. Assist in locating books or other materials requested.
 - b. Assist with Interlibrary Loan
 - c. Answer inquiries of a non-reference nature by telephone and in person; refers patrons requiring professional assistance to the appropriate staff or librarian.
 - d. Provide reader guidance and answer inquiries of a non-reference nature by telephone and in person; refers patrons requiring professional assistance to the appropriate staff or librarian.
 - e. Perform general circulation duties, such as checking items out and making library cards.
2. Assist patrons in use of computers, photocopier, scanner and other equipment
 - a. Provide patrons with courteous one-on-one instruction and guidance as needed.
 - b. Appropriately enforce The Computer and Internet Acceptable Use Policy, Computer Lab procedures, and The Library Behavior Guidelines.
 - c. Assist patrons with putting money on their printing account.
 - d. Assist in designing technology classes for the public.
 - e. Keep abreast of current technology trends
3. Perform basic maintenance and trouble-shooting of lab equipment.
 - a. Attempt to resolve technical issues or notify IT department of problems that need looked into.
 - b. Clean the public computers per set schedule.
4. Prompt attendance and reliability.
5. Promote a safe and welcoming environment.
6. Maintain good employee relations.

NONESSENTIAL JOB DUTIES:

1. Assist with class instruction as needed.
2. Schedule and monitor Group Study Rooms.
3. Perform other duties as assigned or as the need arises.
4. Assist other departments and with programs as needed.

EXPERIENCE: Minimum of 1 year customer service experience required.

EDUCATION: High school diploma or equivalent, preferred 1-2 years college with emphasis on computer technology.

COMPUTER SKILLS: In depth understanding of Microsoft Office and all Microsoft Operating Systems. Basic understanding of PC troubleshooting.

PERSONAL SKILLS AND CHARACTERISTICS: Positive attitude, enthusiasm, and desire to help people. Ability to deal with minor technical problems. Promptness and commitment to Library business. Ability to work alone. Good communication skills.