

Kent County Public Library

Library Assistant I – Information Services

CLASSIFICATION:	Full-Time Full-Time Library Associate payscale or Full-Time Librarian (non-supervisor) payscale, depending on education/certification
FLSA STATUS:	Non-Exempt
SUPERVISOR:	Director of Information Services
HOURS OF DUTY:	37.5 hours per week As scheduled, with Saturday and evening hours as needed.

POSITION GENERAL SUMMARY

Performs standard circulation duties and serves as a front-line customer service provider. Provides basic reference services and technology assistance for library users. Provides collection maintenance support. Provides branch coverage when assigned staff are unavailable.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs standard circulation duties, including: issuing and renewing library cards; transactions related to borrowing and returning materials; requesting materials for patrons; sorting materials for shelving and couriers; sharing information about library services, materials, and events
- Develops and maintains thorough understanding of library software related to circulation duties
- Performs basic reference transactions, including finding answers to a broad range of questions through the use of print and electronic resources; utilizing and providing tutorials for Digital Library resources; reader's advisory; requesting materials locally and through interlibrary loan services; referral services
- Provides technology assistance to patrons, including assistance with public computers; troubleshooting a wide variety of devices; providing tutorials for Digital Library resources; assisting with wifi connectivity and printing
- Assists with creation and maintenance of displays in the adult collection

ADDITIONAL JOB EXPECTATIONS

- Handles financial transactions accurately and responsibly
- Assists with collection maintenance projects, as directed, including shelving, organizing, and weeding
- Provides direct service to the public, including regularly scheduled shifts at the circulation desk, basic reference transactions, branch coverage, and participation in summer reading and other special programming
- Performs other duties as assigned

JOB REQUIREMENTS

- High level of comfort with technology, including the ability to master new skills independently
- Ability to do basic technology troubleshooting on a variety of devices, including smart phones, tablets, PCs, hotspots, copiers, printers, fax, etc.
- Ability to manage numerous tasks and assignments at a time, with frequent interruptions

QUALIFICATIONS

- High school diploma required; Associate's degree in any field preferred
- Prior completion of or ability to enter the Maryland Library Associate Training Institute's Expanded Early Start Program within 6 months of hire
- Customer service experience required; library experience preferred

WORKING CONDITIONS

- Frequent use of computer terminal
 - Moving throughout the library space, including working at public service desks and assisting library users at the desk, public computers, and in the stacks
 - Lifting objects weighing up to 30 pounds; stooping, bending, and reaching; pushing or pulling a wheeled cart weighing up to 100 pounds
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UNIVERSAL EXPECTATIONS FOR ALL KCPL EMPLOYEES

- ⊘ Commitment to KCPL's Core Values
- ⊘ Active engagement in teamwork within department and on cross-departmental projects and committees
- ⊘ Equitable implementation of standard operating procedures and system policies, including enforcing and explaining policies to library users
- ⊘ Commitment to continued professional growth and development

UNIVERSAL REQUIREMENTS FOR ALL KCPL EMPLOYEES

- € **Ability to work at and provide own transportation between all KCPL locations, as well as outreach locations throughout Kent County, as needed and assigned**
- € **Ability to provide coverage at any KCPL location, as needed and assigned**
- € Strong internal and external customer service skills, including being equitable, patient, tactful, and courteous
- € Ability to develop and maintain respectful and effective working relationships with library users of all ages (children, teens, adults), coworkers, and professional colleagues from many different backgrounds and cultures
- € Ability to work independently, cooperatively, and as part of a team
- € Ability to work calmly and effectively under pressure
- € Excellent oral and written communication skills
- € Ability to critically review sources of information
- € Accuracy and attention to detail
- € Knowledge of and competence with standard computer applications (email, Windows, Microsoft Office, etc)
- € Knowledge of or ability to quickly learn library software

KCPL STATEMENT OF OPPORTUNITY & EQUITY

Kent County Public Library is an Equal Opportunity Employer and is committed to diversity in the workplace. The Library's policy is to treat all employees and applications equally and without regard to race, color, religion, age, sex, marital status, national or ancestral origin, sexual orientation, or disability in accordance with applicable laws. This policy is applicable to all aspects of employment, including recruitment, hiring, training, and promotions.

Kent County Public Library complies with the ADA. Applicants who require reasonable accommodation in the application and/or interview process should contact the HR representative at 410-778-3636 prior to submitting an application or resume.

Kent County Public Library is dedicated to ensuring equity of library services to the community; as such, we seek applicants who view library services through an equity lens and are skilled at partnering with organizations to deliver services to traditionally underserved groups.