

Information Assistant

JOB TITLE: Information Assistant

FLSA STATUS: Non-exempt

GRADE: 35

DEPARTMENT: Public Services

APPROVED DATE: 01/2015

REVISED DATE: 02/2015, 02/2022

Job Summary

Perform information service and library support tasks at one or more community libraries to contribute to the Library District's effective operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Provide general, basic reference and information service by assisting customers in the use of library facilities, equipment, resources, and services. Triage and/or refer complex readers' advisory and reference questions to a Librarian or appropriate staff member.
2. Develop program materials, including reading or booklists for programs or presentations.
3. Under the oversight and guidance of a librarian, create and present early learning, community learning, or library/resident interaction programming for all customer groups as assigned.

4. Provide training and assistance to customers in basic library skills including use of public computers, catalog and reference computers, Internet, electronic resources, and devices.
5. Perform other library support services including opening and closing buildings and assisting in maintaining the library in neat, clean, and orderly condition.
6. May be designated in charge of the community library in the absence of other supervisory staff or the building manager.
7. Perform collection maintenance activities through the use of reports and data, to include weeding the collection for condition as well as reallocation of library materials.

Additional Duties and Responsibilities

1. Prepare correspondences and reports.
2. Participate on committees or teams as assigned.
3. Attend meetings, trainings, and workshops as assigned.
4. Assist with special projects as required.
5. Perform other duties as assigned.

Supervision

Positions of the class typically report to the Managing Librarian or Assistant Managing Librarian. Although direct supervision is not a normal part of the position's work, incumbents may be designated as lead people to provide work direction to coworkers or volunteers.

Knowledge, Skills, and Abilities

1. Knowledge of library resources, programs, and services in a public library.
2. Strong customer service skills.
3. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
4. Ability to communicate effectively with diverse audiences.
5. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
6. Strong organization and attention to detail.

7. Ability to use, diagnose, and troubleshoot computer hardware, software, peripheral devices, and Internet.
8. Ability to operate relevant computer systems including hardware and software, such as Microsoft Word, Excel, electronic databases, e-mail, and internet navigation in addition to other office equipment and security systems.
9. Ability to work independently and to set priorities.
10. Ability to handle and resolve disruptive behavior effectively.
11. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. College-level education or specialized training such as library science, presenting programs or other profession-based subject areas.
2. Two years of experience providing customer service in a library or public service environment setting preferred.
3. Four years of college level education preferred.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, incumbents may be required to operate computers for extended periods of time, frequently stand for extended periods of time, and move carts of books and other materials. An incumbent must occasionally move objects or materials weighing up to 35 pounds.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.