

## Information Desk Assistant

### **Job Summary:**

This position performs basic library clerical work as well as offering specialized reference and technology service to patrons.

Work involves responsibility for routine circulation, and clerical functions using the automated circulation system and the internet management software. Duties include helping patrons locate materials for entertainment and information needs, assisting with the use of technology including computers, copy machines, fax machine, and personal devices. Information Desk Assistants have collection development duties including suggesting items for purchasing, collection assessment, and deselection.

### ***Supervisory Responsibilities:***

- Information Desk Assistants act as the 'Librarian In Charge' on closing shifts and under certain circumstances for the purpose of emergency procedures.

### ***Supervision Received:***

- Works under the immediate supervision of the Head of Information Services

### ***Cross Trained:***

- Circulation Clerk
- Branch Clerk
- Head of Information Services

### ***Duties/Responsibilities:***

- Greet patrons, direct them to various areas of library
- Answer questions about library services and programs
- Answer phone calls in a professional, courteous manner
- Answer the patron questions proposed through online services, like 'Text a Librarian' and Gabbi chat lines
- Locate materials to answer patron needs, both in library materials and online
- Assist patrons with the use of library computers, copy machines, wifi, and fax machine
- Educate patrons on the usage of their patron owned devices
- Conduct item searches and reserves, renew materials via phone or in person
- Place reserves and interlibrary loan requests for patrons
- Provide reader's advisory to patrons
- Assist with collection development duties as assigned
- Provide assistance to patrons in the areas of local genealogy and history
- Regularly check library shelves for proper order of materials
- Executes library policy and patron behavior code when necessary

## Information Desk Assistant

- Oversees emergency procedures when necessary
- Perform any other tasks as requested by Head of Information Services or Library Director

### *Required Skills/Abilities:*

- Knowledge of library clerical procedures and practices
- Competency in all circulation and internet management procedures
- Knowledge of commonly used technologies, such as cell phones, tablets, etc.
- Work positively and efficiently with the public and fellow library staff
- Good ability to understand and follow written and oral directions
- Completes required duties in a timely, proficient manner
  - Provides professional and quality service to patrons
  - Ability to pass a background check

### *Education and Experience:*

- College degree preferred
- Clerical experience preferred
- Customer service experience preferred
- Prior experience working in a library preferred

### *Schedule:*

- Approximately 10-30 hours a week, including evenings and Saturdays

### *Physical Requirements:*

- The ability to lift and carry 25 pounds
- The ability to sit, stand and walk for long periods of time