



Information Services Assistant

Department: Adult & Teen

Reports to: Assistant 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 am informed of current technological trends and make recommendations for 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/community events and programs as they relate to my department and the library.
- I understand technology and library equipment to give quick and effortless help to our patrons.
- I can serve patrons in the Digital Den and learn Digital Den hardware and software as needed.
- 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.
- I aid in collecting materials and overseeing the community bulletin board and library-related flyers.
- I aid in pulling holds for patrons, managing ticket events, creating and maintaining book displays, and weeding and maintaining the collection as needed.
- I work to ensure a safe environment and manage conflict resolution situations.

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 collaborate with other library staff to ensure smooth operations and enhance services offered to patrons.
- I recognize that we work as a team and help coworkers in my department and other departments as much as I am able.
- I collaborate with the Reader's Advisory Librarian to promote the library's collection.
- I participate in various KHCPL committees as interested and assigned.

Knowledge and Skills

- Consistently models pleasant and positive behaviors, with excellent interpersonal skills.
- Exhibits strong written and verbal communication.
- Listen 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~~.
- I assist patrons with technology as needed.
- I schedule and maintain meeting rooms and study rooms.
- I understand and assist in Circulation functions as needed. I also assist with reference inquiries by researching and retrieving information from various sources.

Education/Experience and any pertinent Certifications

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

Working Conditions

Unless reasonable accommodation 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.
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas through 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, computers, 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.

Core Abilities

- I am a vital component in an engaged and thriving community.
- I am understanding and compassionate.
- I am cooperative, a collaborator, a problem solver, and a continuous learner.
- I am approachable and understanding so I can assist others in accessing materials or services.
- I remain customer-focused when aiding anyone, answering directional or general library questions, or in any other job duty.
- I effectively communicate, verbally and in writing, with patrons and staff, providing clear and helpful information in a friendly and approachable manner.
- I understand technologies that are necessary to fulfill my job duties to give quick and effortless help to our patrons.
- I help resolve issues and help ensure that all 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 represent KHCPL by being honest, ethical, sympathetic, responsible, and staying calm under pressure.
- I keep the library a welcoming place by knowing patron-facing policies such as the Patron Code of Conduct, Crisis Handbook, Circulation, and others.
- I will work with and cooperate with all staff in all departments to keep a friendly and inviting library.
- I stay informed of library news and events by regularly reading and responding to emails, memos, and other library-related documents.
- I remain flexible and accept new or temporary job duties as the need arises and the library evolves.

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.