Campbell County Public Library
Employment Opportunity Posting
Posted October 21, 2021

JOB OPPORTUNITY

JOB TITLE:	Information Services Assistant
WORKSTATION:	Cold Spring
DUTIES:	Job description attached.
QUALIFICATIONS:	Please see job description for other requirements.
SCHEDULE:	Days, Evenings and Weekend availability
COMPENSATION:	$11.65 per hour
CLOSING DATE:	Applications will be accepted until the position is filled.
TO APPLY:	Apply online: http://www.cc-pl.org/about-the-library/job-openings

Cold Spring

Information Services Assistant

REPORTS TO:	Adult/Teen Librarian
JOB CLASSIFICATION:	3
STATUS:	Non-Exempt
REVISED:	12 Feb 2019

BASIC FUNCTION:
Under the general direction of the Branch Manager, the Information Services Assistant performs specialized tasks related to providing reference services for all ages. The Information Services Assistant primarily works with library patrons providing reference services, computer/technology assistance, and directs patrons to other libraries and services as required. Duties may require light supervisory skills including independent judgment and action within specific parameters. The Information Services Assistant interacts with the public and other staff members.

The Library expects all employees to observe and develop our core values of: Motivation, Positive Attitude, Respect for Others, Strong Commitment to Customer Service, Sense of Humor, Integrity, Honesty, Tolerance and Flexibility.

RESPONSIBILITIES:

- Provide reference and reader's advisory service to phone-in, walk-in and web-based reference patrons.
- Perform collection management activities as assigned.
- Assist with general desk duties, including circulation.
- Provide computer instruction and technology assistance to patrons.
- Resolve disputes with patrons concerning overdue, lost and damaged items, directing unresolved issues to the Branch Supervisor or other supervising staff members.
- Perform other duties as assigned.

EXPERIENCE AND EDUCATIONAL REQUIREMENTS:

- Bachelor's degree or a combination of some post-secondary education and relevant work experience.
- Knowledge of library principles and practices and the ability to put them into practice.
- Experience with standard office software, including Microsoft Office products, email, and internet usage.
- Extensive customer service experience preferred.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Individuals may need to sit or stand for extended periods. Manual dexterity to manipulate library materials required. Ability to communicate orally and in writing effectively. Reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the work day. Ability to do repetitive tasks with speed and accuracy. Employee may need to carry, push, pull, or lift up to 40 pounds. Proper lifting techniques required. Push and pull fully loaded (50-100 pounds) book trucks. Ability to work under pressure, coordinating multiple responsibilities simultaneously, and meet firm deadlines.

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