

Hinsdale Public Library Job Description
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Position

Youth and Young Adult Services Assistant

Reports to:

Youth and Young Adult Services Manager

Status

Part Time Non-Exempt

Grade 4

Minimum Qualifications

- Bachelor's degree; or equivalent experience
- One year of experience in a customer service role or working with children and families
- Ability to work with the staff and public in a pleasant manner and effectively resolve service issues with minimal guidance
- Knowledge of basic computer software such as word processing and spreadsheets
- Ability to learn and operate computer applications and programs
- Strong interpersonal skills and the ability to maintain and foster cooperative and courteous working relationship with the public, peers, and supervisors
- Good oral and written communication skills; working knowledge of English grammar and spelling

Desired Skills

- Knowledge of Youth and Young Adult literature, programs and services
- Ability to maintain concentration and to handle quickly and efficiently a variety of duties in the proper order of priority
- Experience troubleshooting minor technology issues
- Ability to imagine, plan and implement creative projects

Job Responsibilities

To provide high-quality public service, performing all routine procedures and explaining Library policies and practices to the public in a professional manner.

Under the supervision of the Youth and Young Adult Services Manager, help Library patrons find and use Library resources, including computers and digital resources, study rooms and equipment, and Library materials in all formats.

Essential Job Functions

- Provide high quality public service
- Regularly work in public areas of the Library, providing basic reference, reader's advisory and technology assistance to patrons in person, online, and on the phone
- Assist patrons in the use of equipment and technology, including simple maintenance and troubleshooting
- Assist with collection management –recommending items for purchase, organization of materials, and weeding
- Instruct and guide patrons in the use of Library resources, including: online databases, recommended web sites, and downloadable media

- Assist in the development and presentation of Library programs of interest to children and caregivers
- Promote interest in and use of Library collections and services (*i.e.*, displays, lists)
- Participate in departmental and library-wide communication using email, the Internet, and the Library's internal network of shared Microsoft Office documents

Additional Departmental Duties

- Inform patrons and other staff about Library services, programs and collections
- Be attentive to the general appearance of the public areas, filling displays, straightening tables, tidying bookshelves and generally maintaining an attractive and welcoming environment
- Participate in Library outreach activities as assigned
- Enter and collect program attendance information using online software
- Create in-house publicity
- Serve on committees and attend continuing education events as assigned
- Assist with other duties and projects as assigned

Technology Competencies

- Employees are expected to use Library resources to develop and maintain proficiency in the areas identified as essential for their role.

Working Conditions

- May require the employee to stand for prolonged periods of time.

Service Philosophy

The Hinsdale Public Library is committed to providing gracious, responsive, solution-oriented service from a knowledgeable, motivated and well-trained staff. Every employee plays a part in influencing our patrons' perception of the Library. We perpetuate a positive perception by behaving in a way that is professional, reliable, and friendly.

Service Principles

1. Strive to make it easy for everyone to use the Library and its resources.
2. Save everyone's time. Assist people to the best of your ability at the initial point of contact.
3. Value the person with whom you are working, give them undivided attention and clearly communicate how you are going to assist them. Follow up when appropriate.
4. Solve problems. When a problem arises, which is inevitable, work with the person to identify an acceptable outcome. The best resolutions are easy to explain and execute and demonstrate an understanding of the other person's perspective.
5. Acknowledge missed opportunities and identify how you can offer a better resolution.
6. Be a voice for the user. When rules and policies don't make sense to our patrons or coworkers, challenge the way the Library operates and seek opportunities for improvement.
7. Find opportunities to increase your knowledge about the Library and the community.