Manhattan Public Library

North Central Kansas Libraries System

Job Description

Job title: Library Assistant 2
Department: Learning and Information Services

Salary grade: E
Reports to: Supervisor 2, Learning and Information Services

Exempt? No
Supervisory responsibilities? No

Essential competencies that apply to all library employees:

- Demonstrate enthusiasm for providing service excellence.
- Show commitment to customer satisfaction.
- Develop and maintain positive relationships with internal and external customers.
- Represent the library in a positive and ethical manner
- Work cooperatively with managers and co-workers
- Demonstrate a commitment to diversity, equity, and inclusion.
- Show a capacity for grasping concepts and ask questions to gain further understanding.
- Communicate effectively orally and in writing.
- Complete work assigned on time and to the defined quality.
- Demonstrate prompt and regular attendance.
- Comply with library policies and operational procedures.
- Show that essential job functions can be performed with little or no supervision.
- Show flexibility and adaptability.
- Show initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.
- Comply with safety and security standards; keep workplace safe and clean.

Essential duties:

- Provides directional guidance to library resources, online and in the library.
- Assists children, teen, and adults via e-mail, phone, in person, or chat services.
- Assists customers in finding materials and information at the Children's, Reference, Technology Center, and Teen Zone desks.
- Participates in reader's advisory activities, including creating displays, fulfilling requests for personalized reading lists, generating online catalog booklists, and updating handouts.
- Creates purchase requests and interlibrary loan requests.
- Assists customers in the use of technology such as troubleshooting minor software issues, navigating user error issues, setting up AV equipment in meeting rooms, etc.
- Assists with collection maintenance such as merchandising, shelf-reading, weeding, and shelving as assigned by supervisor.
- Assists with programming or other projects as assigned by supervisor.
- If unable to answer a question, assists in finding someone who can, follows up to ensure patron's questions were handled.
- Upholds values of patron confidentiality, intellectual freedom, and accessibility.
- Provides equitable services to all users.
- Keeps collection, work areas, and public area orderly and neat by cleaning and straightening.
- Assists with training co-workers, and cross trains with other supervisors as assigned.
- Assists with library security through awareness, policy knowledge, and communication with coworkers. Provides backup support for other librarians in emergency situations.

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Education and formal training:
Required: High school graduate or equivalent
Preferred: 1 year of college education, technical training, or equivalent education or experience

Experience:
Required: 1 year in customer service
Preferred: 1 year library work experience

A combination of training and experience which provides the required knowledge, skills and abilities to successfully perform the job may be considered.

Required knowledge, skills, and abilities:
- Ability to operate a PC, relevant computer software, and technology devices.
- Ability to use office equipment such as copy machines, typewriters, computers, fax machines, etc.
- Ability to help children, teens, and adults with their information needs.
- Ability to instruct and train in methods & procedures.
- Ability to learn to locate and use library resources and materials.
- Ability to add, subtract, multiply, divide and apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.

Physical and Environmental Factors: The duties of this job include physical activities such as climbing, reaching, lifting (up to 20 pounds), moving carts weighing up to 150 pounds, walking, grasping, feeling, fingering, talking, hearing/listening, seeing/observing, and repetitive motions. Specific vision abilities required by this job include close, distance and peripheral vision; depth perception; and the ability to adjust focus. Must be able to work under pressure and urgent deadlines, manage distractions such as telephone calls and other disturbances and deal with unpleasant social situations such as irate or disturbed individuals. Environmental factors include frequent distractions, unpleasant social situations such as irate or disturbed individuals, and the performance of repetitive motions and activities.

Equipment operation: Standard office equipment including but not limited to computer, tablet, printer, copier, fax, and phone.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.