

Job Title: Adult Learning and Information Services Associate I
Job Category: Part-time (24 hours), Non-exempt
Department: Adult Learning and Information Services
Salary: Based on experience

Submit Application: Online: www.twinsburglibrary.org/jobs
Mail: Twinsburg Public Library
Attn: Laura Leonard
10050 Ravenna Road
Twinsburg, OH 44087

JOB SUMMARY

Assists adults with locating information and materials. Assists the department with specialized services and the management of materials in the Library's collection.

ESSENTIAL RESPONSIBILITIES AND DUTIES

- Assists patrons in locating and obtaining Library materials, practicing reference interview.
- Assists patrons in locating information online and through Library databases. Refers patron to librarians, other Library departments, organizations, or individuals as appropriate.
- Guides patrons in using current technology in the building, which may include copying, printing, faxing, and/or scanning.
- Uses a variety of techniques to promote materials and programs (e.g. displays, social media, etc.).
- Provides information on Library activities, facilities, and procedures.
- May serve as notary public.
- Assists the department with home delivery service and outreach projects.
- Other duties as assigned.

MINIMUM REQUIREMENTS

- Bachelor's degree or associate's degree from an accredited college or university **or** equivalent library experience.
- Customer service experience preferred.

CONDITIONS AT WORK

- Fast-paced environment that may require handling difficult customer service situations.
- Job is primarily performed indoors in a typical customer service setting and involves frequent close-up work, including use of a PC monitor.

- Employee is required to work evening and weekend hours, including Sundays; schedules may be altered depending on the needs of the Library. Employees generally work two evenings a week plus a weekend rotation.
- Minimal travel may be required to attend trainings.
- **Physical Requirements:** Ability to regularly lift up to 25 pounds; ability to reach overhead and stoop to floor level; ability to operate standard office equipment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Understands and responds to the Library's need for flexibility.
- Ability to respond effectively to common inquiries or complaints from patrons, co-workers, vendors, and the public.
- Ability to take direction from administration.
- Strong attention to detail; ability to perform duties with a high level of accuracy.
- Ability to resolve complex problems appropriately and to manage pending deadlines.
- Ability to maintain confidentiality and discretion; uses appropriate judgment in handling information and records.
- Ability to tactfully communicate with public, staff, and patrons of all ages.
- Ability to work with little to no supervision.
- **Personal Characteristics:** Consistently maintains, displays, and models a positive attitude that reflects the Library's values. Works as a member of a team toward the success of the Library's mission.

I have read and understand this job description and acknowledge that it does not constitute a contract.

Signature

Date