

JOB TITLE: Readers' Services Assistant

DEPARTMENT: Adult Services

CLASSIFICATION: Group 6

STATUS: Non-exempt

GENERAL STATEMENT:

Under the supervision of the Readers Services Manager, the Readers' Services Assistant is responsible for providing readers' advisory and basic reference services to the public. The work involves staffing the Readers' Services desk, planning and implementing library programs, providing library instruction to patrons and assisting with collection development. This person deals responsibly with patron problems or emergencies to maintain a safe and pleasant environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Understands and practices the Vision and Key Beliefs of the Des Plaines Public Library.
2. Provides uniformly gracious and friendly service to all users.
3. Understands and enforces the library's policies and procedures, while safeguarding confidential and restricted information.
4. Answers readers services and basic reference questions in person, by telephone, via email, and online.
5. Assists and instructs patrons in the use of office machines, computers, and library equipment.
6. Prepares and presents book discussions, book talks, and other programs both in house and in the community.
7. Assists with operations and programming in the teen space.
8. Instructs patrons in the use of the library's eCollections and associated technology.
9. Selects material for the collection and participates in collection evaluation and maintenance.
10. Promotes and markets the library's adult and High School collections, including writing promotional material and creating physical and digital displays.
11. Participates in professional associations and participates in their activities as assigned.
12. Attends appropriate meetings, workshops, and conferences.
13. Participates in a reading plan to enhance fiction knowledge.
14. Performs a variety of clerical tasks.

15. May be responsible for outreach activities that include selection and delivery of library materials.
16. May write reports, grants, and compile statistics.
17. May prepare weekly desk schedules as assigned.
18. May assist at other public services desks.

PERIPHERAL DUTIES:

1. Maintains neatness of public areas including floors, desks, counters, shelves, tables and personal space visible to the public.
2. Performs other duties as assigned.

TOOLS/EQUIPMENT USED:

A variety of office machines, computers, and library equipment.

PHYSICAL DEMANDS/WORK ENVIRONMENT:

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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger; handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift up to 25 pounds. The employee must transport/move up to 100 pounds of library materials from one library location to another. Specific vision abilities required by this job include close vision and the ability to adjust focus.

MINIMUM QUALIFICATIONS

1. Bachelor's Degree
2. One year customer service experience.
3. Valid Illinois driver's license.
4. Available to work evenings and weekends.

Or

1. Two years college.
2. Three years library or bookstore experience in customer service.
3. Valid Illinois driver's license.
4. Available to work evenings and weekends.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to establish and maintain effective working relationships with staff and patrons.
2. Ability to perform excellent customer service and to communicate general library policies and procedures to the public.
3. Ability to conduct a patron interview and to provide an accurate response in a timely manner.
4. Ability to remain calm in difficult situations.
5. Ability to handle multiple and simultaneous tasks.
6. Ability to work as a member of a team.
7. Ability to work independently.
8. Ability to use print, online, and electronic resources.
9. Extensive knowledge of literature and popular fiction in a variety of formats.
10. Knowledge of nonfiction, music, and film.
11. Skill in oral and written communication.
12. Knowledge and skill in the use of appropriate technology.
13. Willingness to learn new skills.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

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