



Job Title:	Adult Learning and Information Services Associate	Job Category:	Part-time, 23.5 hrs/week
Department/Group	ALIS	Location:	Main Library
Level/Salary Range:	\$11.00 - \$12.00/hour commensurate with experience.	Travel Required:	Local and Continuing Education
HR Contact:	Laura Leonard	Date Posted:	8/31/2017
Will Train Applicant(s):	Cari Dubiel, ALIS Manager	Posting Expires:	Open until filled
External posting URL:	www.twinsburglibrary.org		
Internal posting URL:			
Applications Accepted By:			
Fax or E-mail: (330) 425-3622 or resume@twinsburglibrary.org Attention: Job Announcement		Mail: Cari Dubiel Twinsburg Public Library 10050 Ravenna Road Twinsburg, OH 44087	
JOB DESCRIPTION			
<p>Role and Responsibilities:</p> <ul style="list-style-type: none"> • Assist patrons with computer and other office equipment use, perform one on one coaching, staff customer service desk. Teach classes and one-on-one coaching sessions. • While at the Reference Desk, proactively assist library users with informational, directional and basic reference inquiries in person, by telephone and email. • Assist with de-selection and other aspects of collection development • Basic troubleshooting. • Work schedule will include evening and weekend hours. <p>Essential Responsibilities and Duties:</p> <ul style="list-style-type: none"> • Circulation and searching duties using Sirsi Dynix Symphony. • Work in a friendly manner with co-workers, library staff and supervisors. • Ability to work independently. Respond appropriately to situations without direct supervision. • Exhibit a professional and pleasant demeanor to public and team members. • Ability to work as part of a team. 			

- Provides basic reference service and reader's advisory service.
- Assists in promoting library use.
- Perform clerical tasks as requested by Reference Librarians.
- Provide passport application acceptance services as a trained and certified Passport Acceptance Agent. (Training will be provided)
- Provide Notary Public services as a trained and licensed Notary Public (Training will be provided if needed)
- Answer GED (General Education Degree) and ESOL (English to Speakers of Other Languages) questions for customers.
- Assist with meeting room and audiovisual equipment setup.

Other Duties:

Performs other similar and related duties as directed by the ALIS Manager or Director not requiring materially different qualifications from those herein described.

Core Competencies

- Bachelor's degree OR working towards one
- Assists librarians with selection and weeding decisions
- Staffs a service desk; makes independent decisions to enhance the customer service experience for patrons (e.g. knows when to help other departments)
- Originates and follows complex library procedures such as developing programs for patrons or new computer classes
- Understands the basics of library instruction and may teach one-on-one computer coaches or classes

CONDITIONS OF WORK

This position requires an equal amount of time spent standing, walking, and sitting. Lifting, pushing/pulling, or carrying of objects weighing up to twenty-five (25) pounds is sometimes required, with a maximum of forty (40) pounds infrequently required. Climbing, stooping, kneeling, crouching, crawling, twisting, and bending are sometimes required. Repetitive movements of the hands are sometimes required. Audio, visual, and verbal functions are essential functions to performing this position. The majority of the workday is spent indoors.

KNOWLEDGE, SKILLS AND ABILITIES

- Experience and comfort working with all ages.
- Experience and comfort working with the public.
- Strong and proven customer service skills.
- Ability to function as part of a team.
- Initiative and creativity.
- Knowledge of and familiarity with adult literature, high interest areas and current trends in popular culture. Knowledge of adult materials in all media and formats.
- Strong organizational skills.

- Knowledge of library practices in regards to confidentiality, privacy and equal access.
- Knowledge of internal library events and procedures; knows when to refer questions to other departments (training provided).
- Technology
 1. Assisting in-house users effectively on our library equipment or theirs.
 2. How to post content (text, links, images) to the library's website and social media.
 3. Familiarity with eBook collections
 4. Familiarity with databases
 5. Familiarity with Creative Lab devices, programs etc. (Training will be provided)
 6. Best practices for searching the catalog and website
 7. Word processing software
 8. Spreadsheet software
 9. Presentation software
 10. Use of printers, desktop PC, tablets, e-readers, laptops and apps.

Approved By:	LL	Date:	
Last Updated By:	CD	Date/Time:	8/31/17

I understand that this job description does not constitute a contract.

I have read and understand this job description.

Employee signature and date