

South Holland Public Library

16.0 Job Descriptions



16.15 JOB TITLE: Public Services Assistant
DEPARTMENT: Public Services
REPORTS TO: Head of Public Services

POSITION SUMMARY:

This non-exempt, part-time position primarily develops and teaches computer classes, assists users in the use of computers, and answers questions at the Information Desk and in the Computer Lab.

Responsibilities and Duties:

- Provides friendly, courteous and accurate service to all users.
- Assists the Head of Public Services in the goals and objectives of the department.
- Teaches technology skills to users.
- Provides ready reference, readers' advisory and other assistance to users at the Information Desk.
- Develops, schedules, presents and evaluates programs for adult users.
- May maintain statistics as directed by the Head of Public Services.
- Attends continuing education events.
- Assists in maintaining an appropriate library atmosphere.
- May serve on internal library committees.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

Knowledge, Skills and Abilities:

- Possesses good customer service skills.
- Ability to work with Windows and MacOS computers and devices.
- Skilled at using Microsoft Office, Apple products, software, the Internet and applications.
- Intermediate level technology skills to enable teaching and troubleshooting.
- Ability to work and interact in a friendly yet professional manner with users and other library staff members.
- Flexibility to adjust to changes in directions and priorities and accept new challenges, responsibilities and assignments.
- Ability to work independently and carry out written and oral instructions.
- Ability to work effectively on a team.
- Ability to communicate effectively, both in writing and verbally.
- Ability to work the hours needed to complete the responsibilities of a Public Services Assistant.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

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Qualifications:

- Associate degree or above in relevant field such as teaching and/or technology.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.