

Waterloo Public Library
Library Assistant - 29 hours

Title: Library Assistant
Department: Public Services
Reports to: Department Head

Job Objective: The person in this position, under the leadership and direction of the Public Services Manager, provides library assistance to patrons, and other duties as required.

Essential Job Functions:

1. Provides quick, correct, and professional answers for basic to intermediate inquiries (received in person or by telephone, email or mail) using online resources and the reference and general collections. Refers questions on complicated reference subjects to Reference Librarians and refers patrons to appropriate sources outside the library.
2. Provides customer service to patrons and provides general information about library services and facilities; uses the automated circulation system daily to assist patrons with checking out and renewing items, placing holds, etc.; collects payment for fees or services and counts money at the end of the day.
3. Assists with the basic use of library computer systems including internet usage, word processing, email, printing, photocopying, navigating the OPACs and utilizing the catalog, as well as assisting patrons with personal devices including laptops, tablets, mobile phones, e-readers, etc.
4. Provides program support including participating in planning, scheduling, and the delivery of programs both inside and outside of the library, including the Training Center and The Hive.
5. Assists with general upkeep of library; shelves materials or returns books to re-shelving areas; attends departmental meetings; and provides reports on information department activity.
6. Offers suggestions and advice to patrons concerning individual reading, watching, and listening preferences (Readers' Advisory).
7. Assists other library departments as needed.
8. Performs all duties in an accurate and professional manner.

Wage: \$25.63 per hour (\$0.50 less per hour for first 6 months of probationary period)

Minimum Qualifications: Bachelor's degree required. Successful applicant is required to possess effective written and oral communication skills and an aptitude for working with PC and Internet applications. Applicants must also have a willingness to learn, be able to maintain good morale, high level of productivity, have good professional judgment, and be able to establish and maintain effective working relationships with other employees. Applicant must have the ability to work well with the public. Proficiency in Spanish is beneficial, but not required.

=====

The above statements reflect characteristic duties and responsibilities of the position and are not intended to limit the organization's right to assign, direct and control duty assignments.

Submit letter of application and current resume to HireMe@waterloopubliclibrary.org by 5:00 PM, September 23, 2022.