

ELYRIA PUBLIC LIBRARY

Inclusion, kindness, and respect infuse every chapter of our story!

JOB TITLE: ASSISTANT LIBRARIAN

Department:	Youth Services, Adult Services, Small Branch, Outreach	FLSA Status:	Hourly Nonexempt
Location:	West River, Central, South, Keystone, Taylor	Position Type:	Full-Time
Starting Salary:	\$16.59 Hourly	Hours/Week:	37.5
Supervisor:	Department Manager, Branch Manager	Positions Supervised:	None

EPL's PATRON FIRST PROMISE

SMILE

Stay Positive, Professional, and Friendly – **Make** it Meaningful – **Initiate** Engagement –

Listen and Support – **Exceed** Expectations

Our commitment to creating extraordinary library experiences that positively engage patrons and leave a lasting impact!

JOB SUMMARY:

The Assistant Librarian is essential in fulfilling our library's mission by being a steward of the collections, initiatives, and space. This role blends customer service, collection maintenance support, and assistance in program creation to offer enriching experiences tailored to our community's diverse needs. Job duties vary by department but may involve providing outreach services to off-site locations, including operating library vehicles. Assistant Librarians may also contribute to both youth and adult services to ensure comprehensive support.

ESSENTIAL DUTIES:

Customer Service

1. Maintain a professional, friendly, and approachable demeanor, ensuring exceptional customer service and fostering an inviting environment for all library users.
2. Engage with patrons proactively to assess needs and provide personalized assistance, including services that may require the handling of confidential information.
3. Respond to reference and information inquiries thoroughly, conducting research when needed.
4. Assist and instruct patrons in accessing resources, services, materials, equipment, and databases effectively.
5. Proactively resolve issues, including patron complaints, using good judgement, practical reasoning, and in line with library policies and in the community's best interests.
6. Maintain regular communication with the manager to clarify expectations, goals, and objectives.
7. Provide personalized reader's advisory using resources and materials in a variety of formats.
8. Perform circulation duties when necessary to maintain exceptional customer service standards.
9. Assist in training colleagues to understand library practices, policies, procedures, and duties, contributing to a collaborative and knowledgeable team environment.

Program Development and Promotion

10. Collaborate in planning and delivering engaging programs both on-site and through outreach, aligned with library standards and the department's intended audience, under supervision.
11. Generate and distribute appropriate promotional materials, including displays, to increase library awareness under managerial guidance.
12. Support the department or Library in promoting services, resources, and community outreach as directed by the manager.
13. Participate in department or system wide events as directed by the manager.
14. Pursue continuous professional development and innovative strategies to help advance library services.

Technology and Resource Management

15. Assist in the creation of maker spaces, providing tools and resources for patrons to explore hands-on learning, artistic expression, and creativity.
16. Proficiently operate and troubleshoot library equipment and technology.
17. Instruct patrons in using electronic reference resources effectively.
18. Embrace emerging technologies to promote digital literacy and create user-centric services.

Collection Development and Maintenance

19. Assist in the maintenance of the library's collection and materials under supervision.
20. Proactively engage with the library community, staying updated on trends and industry best practices to remain responsive and align collections, programs, and services with evolving community needs.
21. May act as a passport acceptance agent and or a notary.
22. Perform minor repairs on materials when necessary and promptly report maintenance issues.
23. Contribute to library collections' arrangement, organization, and presentation.
24. Other duties as assigned.

POSITION QUALIFICATIONS:

Education: Bachelor's degree in relevant field

Years of Relevant Experience: Three (3) or more years preferred

Must possess a valid driver's license, maintain automobile insurance with a driving record deemed acceptable by our insurance provider, and have access to reliable personal transportation.

JOB REQUIREMENTS:

1. Possess exceptional customer service skills, including the ability to effectively engage with diverse audiences with inclusivity, kindness, and respect, both in public settings and one-on-one interactions.
2. Knowledge of library services.
3. Ability to use good judgment and practical reasoning when making decisions, based on Library policies and procedures, to the best interest of the Library, staff and public.
4. Commitment to Diversity, Equity, and Inclusion (DEI).
5. Excellent active listening and problem-solving skills.
6. Ability to assess, adapt, and adjust to changing situations to meet patron needs.
7. Ability to establish and maintain effective working relationships with supervisor.
8. Ability to operate both general and role specific equipment and technology used by the Elyria Public Library, with or without accommodation.

WORK CONDITIONS:

1. The work environment entails common safety precautions consistent with office settings, including safe use of equipment, awareness of surroundings, and adherence to fire regulations.
2. The noise level in the work environment is usually quiet but may vary at off-site locations.
3. This position primarily operates at a public service desk or office space but may require frequent work at off-site locations for meetings and events.
4. Lifting objects [less than 50 pounds] and carrying them short distances [50 feet or less] is required.
5. May require working irregular hours, including evenings and weekends.
6. Some local travel by personal automobile is required. Occasional overnight travel may be required.
7. Consistent presence on the library floor and on feet while monitoring, assessing, and assisting patrons/staff in the use of the library and its equipment.

CORE COMPETENCIES:

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| • Customer Service | • Organizational Awareness |
| • Social & Emotional Intelligence | • Effective Communication |
| • Adaptability | • Positive Outlook |
| • Problem Solving | • Advocacy |
| • Collaboration | • Ethics |

PERFORMANCE METRICS:

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| • Patron Engagement | • Innovation & Creativity |
| • Patron Instruction | • Essential Technology Skills |
| • Diversity, Equity, and Inclusion | • Continuous Education |
| • Customer Satisfaction | • Administrative Efficiency |
| • Patron Awareness | • Service Excellence |

The purpose of this position description is to offer a comprehensive overview of the primary duties and responsibilities typically undertaken by individuals in this role. Employees may be asked to perform job-related tasks beyond those explicitly outlined in this document. Reasonable accommodations will be made for persons with disabilities covered by the American with Disability Act (ADA) in accordance with its requirements.
