

## **INFORMATION SERVICES ASSISTANT**

**Department:** Library  
**Division:** Information Services  
**Appointing Authority:** Library Director

**Grade:** 8  
**Revision Date:** 8/19  
**Bargaining Unit:** C

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### **Definition:**

Administrative and support duties in the management and operation of the Information Services Department of a municipal library, including the organization and delivery of services and the implementation of effective procedures and processes; all other related work as required that is logical to the position.

### **Supervision:**

Works under the policy direction of the Library Director and Board of Trustees.

Reports directly to and works under the supervision of the Head of Information Services or other designated senior staff member. Special projects may be assigned by the Library Director.

When no other department head is in the building (usually evenings and Saturdays) acts as the senior staff member on duty and supervises all other staff and volunteers working at that time.

### **Environment:**

Varied work in a multi-task environment. Duties are performed under typical library/office conditions. Operates standard library/office equipment.

Has continual contact with a diverse general public. Engages in varying levels of contact with co-workers, city employees, Trustees, Friends of the Library, and community organizations.

Errors in information services duties may cause incorrect information to be disseminated and loss of time to find and correct mistakes. Errors in judgment or duties may cause an adverse impact on employee morale or public opinion; confusion and delay, legal or financial repercussions, waste of public funds, and lower standards of library service for the city.

**Essential Functions:** *(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Assists with regularly scheduled coverage of the Information Desk; interlibrary loan activities; computer troubleshooting; and training for staff and public on the use of computers, the Internet, and electronic databases. Provides information, basic reference, and readers' advisory to library users in direct consultation, by phone, email, or other emerging technologies.

Answers routine reference questions, using print, electronic, and community resources. Confers with senior staff members on questions of a more complex nature. Maintains a welcoming environment at the library's Information Desk. Models good customer service practices at all times. Provides referrals to other libraries, sources, etc. when necessary. Helps maintain statistics on usage of reference services and electronic resources.

Contributes suggestions to reference material selection and purchasing. May be asked to contribute to selection of circulating materials.

Maintains high level of awareness of new databases and new web resources. Assists patrons in learning about library resources and services for independent use and research by providing informal instruction in the use of such resources (e.g. C/W MARS catalog, Virtual Catalog, Internet, electronic databases). Develops handouts of library materials, services, web resources, etc. for library users. Updates library website and other social media as needed.

Researches requests for material not owned by GPL. Requests books, articles, and other items from libraries outside the C/W MARS network, in accordance with procedures established by the Massachusetts Library System (MLS). Assists the circulation staff with requests for material within the C/W MARS network.

In consultation with senior staff members, may be asked to develop and conduct training sessions for the public on how to use computers, the Internet, and electronic databases, both within the library building and out in the community; research and work on grant proposals to enhance library services.

Assists with scheduling of meeting rooms for library programs and other organizations.

Responsible for timely distribution of publicity and press releases for all library events.

Participates actively on the library's adult/teen programming committee.

Attends workshops and conferences that enhance library skills relevant to this position.

Performs circulation desk activities as required.

### **Minimum Qualifications:**

### **Education and Experience:**

Bachelor of Arts or Science degree from an accredited college; two years of public library experience; or, a combination of education and experience that enables performance of all aspects of the position.

Must demonstrate track record of responsibility, interest and appropriate skills in the context of formal organizations.

**Knowledge, Ability and Skill:**

Requires knowledge of basic reference sources; previous experience with an automated library circulation system; thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; Familiarity with MUNIS and other database programs and computer hardware and software systems; knowledge of the internet; ability to express ideas clearly and concisely, orally and in writing; ability to multi-task.

Must maintain confidentiality of sensitive information, demonstrate flexibility in a dynamic environment, and be at ease with interruptions.

Ability to deal in an effective and courteous manner with members of the general public on a daily basis;. Ability to establish and maintain effective cooperative and positive working relationships with library staff and work cooperatively with other departments and elected or appointed officials. Ability to plan, analyze, carry out projects, consult and offer advice; requires effective communication skills.

Must perform all aspects of job responsibilities with honesty and integrity.

**Physical Requirements:**

Minimal physical effort required under typical office conditions include regular sitting, talking, walking and mental concentration for extended periods; intermittent moderate effort required for tasks such as moving files, books or other library printed materials. Position requires the ability to operate a keyboard and view computer screens and the ability to adjust focus; hearing ability requirements include ability to interact with the public, elected or appointed officials and outside organizations.

**Special Requirements:**

Must successfully pass CORI/SORI checks; involves some night or weekend work as assigned.

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

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**Approved:**

**EXECUTED 08/29/2019 AND ON FILE IN THE HR DEPARTMENT**

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Human Resources Director

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Date

Revision History: 12/00; 5/13; 8/19

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Department Head

['C' Review: \_\_\_\_\_]