

Manhattan Public Library

Job Description

Job title: Library Assistant 2, Public Services
Department: Public Services
Exempt: No

Salary grade: C
Reports to: Supervisor 1, Public Services
Supervisory responsibilities: No

Summary: Serves a diverse community by provide excellent customer service at public service desks, assisting customers with the use of library services and resources. Provides directional assistance. Assists patrons using computers, fax machine, printers and scanners. Performs assigned tasks that contribute to the success and smooth operation of the department.

Mission Statement

Manhattan Public Library connects the community to a world of ideas and information by inspiring readers of all ages, bringing technology's benefits to everyone, and providing a comfortable, welcoming place for all.

Diversity, Equity, Inclusion, and Belonging Statement

At Manhattan Public Library, everyone is respected. The Director and staff are committed to offering collections, programs, and services that support the entire community. We oppose discrimination of any kind, including on the basis of age, race, religion, ability, sexual orientation, gender identity and expression, or socioeconomic status. At Manhattan Public Library, we understand that diversity, equity, inclusion, and belonging are essential to offering our community an intentionally robust and enriching experience. All are welcome at Manhattan Public Library.

Essential competencies that apply to all library employees:

- Demonstrates enthusiasm for providing service excellence.
- Shows commitment to customer satisfaction.
- Develops and maintains positive relationships with internal and external customers.
- Represents the library in a positive and ethical manner.
- Works cooperatively with managers and co-workers.
- Demonstrates a commitment to diversity, equity, inclusion, and belonging.
- Shows a capacity for grasping concepts and asks questions to gain further understanding.
- Communicates effectively orally and in writing.
- Effectively uses computer/technology skills for the position.
- Cross-trains in other areas of the library as appropriate.
- Completes work assigned on time and to the defined quality.
- Demonstrates prompt and regular attendance.
- Shows that essential job functions can be performed with little or no supervision.
- Complies with library policies and operational procedures.
- Complies with safety and security standards; keep workplace safe and clean.
- Shows flexibility and adaptability.
- Shows initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.

Essential duties:

- Provides directional guidance to library resources, online and in the library.
- Assists children, teen, and adults via e-mail, phone, in person, or chat services.
- Assists customers in finding materials and information at the Children's, Reference, and Teen Zone desks.
- Participates in reader's advisory activities, including creating displays, fulfilling requests for personalized reading lists, generating online catalog booklists, and updating handouts.
- Creates purchase requests and interlibrary loan requests.
- Assists customers in the use of technology such as troubleshooting minor software issues, navigating user error issues, setting up AV equipment in meeting rooms, etc.
- Assists with collection maintenance such as merchandising, shelf-reading, weeding, and shelving as assigned by supervisor.

- Assists with programming or other projects as assigned by supervisor.
- If unable to answer a question, assists in finding someone who can, follows up to ensure patron's questions were handled.
- Upholds values of patron confidentiality, intellectual freedom, and accessibility.
- Provides equitable services to all users.
- Keeps collection, work areas, and public area orderly and neat by cleaning and straightening.
- Assists with training co-workers, and cross trains with other supervisors as assigned.
- Assists with library security through awareness, policy knowledge, and communication with coworkers. Provides backup support for other librarians in emergency situations.

Education desired:

High school graduate or equivalent

One year of college education, technical training, or equivalent education or experience

Experience desired:

One year in customer service

One year library work experience

A combination of education, training, and experience which provides the required knowledge, skills, and abilities to successfully perform the job may be considered.

Special knowledge, skills, and abilities needed to perform the essential functions of the job:

- Ability to operate a PC, relevant computer software, and technology devices.
- Ability to use office equipment such as copy machines, typewriters, computers, fax machines, etc.
- Ability to help children, teens, and adults with their information needs.
- Ability to instruct and train in methods & procedures.
- Ability to learn to locate and use library resources and materials.
- Ability to add, subtract, multiply, divide and apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.

Physical and mental factors needed to perform the essential functions of the job:

- Move items weighing up to 20 pounds.
- Move book carts weighing up to 150 pounds.
- Remain in a stationary position for extended periods of time.
- Move about to access work space, file cabinets, shelving, office machinery, to access offices, non-public spaces, and public service areas, etc., that are in the scope of the job responsibility.
- Operate standard office equipment. including but not limited to computer, tablet, printer, copier, fax, phone, email, or other technology.
- Communicate in order to express oneself and exchange information.
- Detect the physical environment in order to traverse throughout the building, perceive safety concerns, and respond to emergency situations.
- Learn new tasks, remember processes, maintain focus, complete tasks independently, make timely decisions in the context of a workflow, communicate, and complete tasks in situations that have a speed or productivity quota.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Duties and responsibilities, as required by business necessity may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.

Employees who work 1000 hours per year are required to participate in the Kansas Public Employees Retirement program (KPERs).
