

Crystal Lake Public Library

Position Title: Library Technical Assistant I - Adult & Youth Services
Reports To: Head of Department (Adult, Youth)
Department: Adult & Youth Services
Status: Non-Exempt

Job Summary:

The Library Technical Assistant I – Adult and Youth Services conducts reference interviews and assists patrons; assists with collection development, as requested; plans, develops and implements programs and services, as assigned; oversees the department, as assigned. May function as a Building Supervisor.

Essential Functions:

1. Conducts reference interviews; performs reference and readers advisory functions; refers patrons, as appropriate; performs follow up as needed
2. Demonstrates, instructs, and assists patrons with use of library resources, including electronic and online resources
3. Assists with collection development activities, as requested
4. Assists with maintaining order in the department; monitors and requests supplies; assists in all department tasks, on any level, as needed
5. Plans and prepares displays, exhibits, and bulletin boards; prepares handouts, newsletter information, and library guides, as requested
6. Assists in planning and implementing library activities, programs, events, displays and services; functions as an advocate for programs, services, and materials, as appropriate
7. Develops and maintains written and visual aids to enhance patron services
8. Performs liaison functions with community, schools, organizations, and agencies, as appropriate; participates in community and public relations activities, as requested
9. Observes and advises Department Head of physical conditions and action needed; maintains equipment, as needed
10. Provides input to Department Head on procedures and service matters
11. Monitors interlibrary loan, including maintenance of records and data collection, as assigned
12. Keeps up-to-date with pertinent youth, teen, and adult library trends and materials; reads appropriate professional literature
13. Assists with set-up and take-down of meeting rooms and equipment, as needed
14. Attends and participates in Crystal Lake Public Library meetings and committees; participates in appropriate job-related meetings; attends relevant continuing education events
15. Performs other related duties as assigned or required

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Education, Experience, and Knowledge:

Library Technical Assistant certification or two years college education required. Minimum one year customer service experience required. Library experience preferred. Knowledge of print, non-print, and electronic resources and services. Basic knowledge of word processing, e-mail, PCs, and Internet searching.

Skills and Abilities:

- Interpersonal, public relations, problem solving, troubleshooting skills
- Good verbal and written communication skills; listening skills
- Ability to operate the following equipment: computer, copier, printers, telephone
- Ability to work with wide variety of people; interest in assisting people of all ages
- Ability to coordinate, instruct others
- Ability to handle variety and change
- Ability to tolerate repetitive tasks with some variety and interruptions
- Ability to organize and arrange
- Ability to handle detail with accuracy and speed
- Ability to travel locally

Physical Demands/Work Environment:

While performing the duties of this job, the employee is required to intermittently stand, sit, and walk. The position requires the ability to talk and hear. Specific vision abilities required by this job include close and far vision, and the ability to adjust focus. The position requires the ability to use hands to finger, handle and/or feel equipment and objects; and reach with hands and arms. Intermittent bending, stooping, and climbing are required.

The employee must occasionally lift up to 25 pounds and push or pull up to 150 pounds. This job is performed in a typical office environment.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.