

JOB TITLE: Library Aide II, Digital Services – (Full Time)

DEPARTMENT: Public Services

LOCATION: Main Library

JOB SUMMARY: The Public Services Library Aide performs a variety of clerical and public service duties for a diverse community, pertaining to the provision of reference and readers' advisory services, instruction in digital resources, programming and outreach support, and other departmental support duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provides reference and readers' advisory service at both the adult and youth information desks to a variety of audiences by using reference interviews to assess specific needs and then providing relevant, timely information.
2. Provides assistance with and constantly monitors group study and tutorial rooms, ensuring all related policies and procedures are followed and enforced.
3. Provides assistance and guidance in using library resources and related technology to community members of all ages, including the online catalog/discovery platform, print, media and digital collections, electronic resources, etc.
4. Assists library visitors with computers, printing, software, scanning, photocopies, faxes, wireless access, and any other technological services provided by the Library. Helps the public with day-to-day computer questions.
5. Provides instruction and support for patrons' use of eMedia resources including eBooks, eAudiobooks, digital collections, and subscription services. Will be assigned one-on-one technology tutoring sessions with users.
6. Assists with planning and instruction for in-house technology workshops. Helps to ensure all program-planning details are complete. May be the lead instructor for select workshops.
7. Provides readers' advisory assistance to community members of all ages, which may include the development and maintenance of suggested reading lists in print and/or electronic format.
8. Assists with the completion of strategic plan and marketing initiatives for the department.
9. May assist with conducting programs and outreach visits.

10. Assists librarians with Amazon materials orders.
11. Assists librarians with collection maintenance activities, including oversight of the Main periodicals collections.
12. Maintains a clean and welcoming environment.
13. Organizes inventory of printed promotional materials and brochures, and stocks literature racks.
14. Stocks library displays. May assist in the creation and maintenance of seasonal displays in the youth services room. Assists with youth toy and costume cleaning and maintenance.
15. Serves on library-wide or departmental committees.
16. Participates in staff meetings.
17. Participates in staff development opportunities.
18. May perform basic circulation tasks when required for effective customer service.
19. Contributes to a positive, professional working environment and organizational unity by communicating with peers and supervisors throughout the library.
20. Maintains positive and proactive customer service behavior at all times.
21. Understands library policies, procedures, philosophy, and public service values.
22. Other duties as assigned.

DESIRED QUALIFICATIONS:

1. Bachelor's degree.
2. Public library experience preferred.
3. Demonstrated competency with information technology including iOS and Windows computers, eMedia, electronic resources, online catalogs, the Internet, social media, mobile devices, etc.
4. Demonstrated ability to use office productivity software such as Microsoft Office and Google Workspace. Knowledge of Adobe Creative Cloud is desired.

5. Ability to translate basic technical information, verbally and in writing, to a non-technical audience.
6. Ability to work effectively with the public in a tactful, courteous manner.
7. Excellent verbal, interpersonal and written communication skills.
8. Confidence in public speaking.
9. Knowledge of current and popular titles and authors, and able to make recommendations and suggestions in various media.
10. Ability to work with minimum supervision.
11. Strong organizational and time management skills.
12. Ability to promote and maintain effective relationships with other staff and to work in a team environment.
13. Flexibility in availability for scheduling.
14. Positive service attitude.
15. Valid Michigan driver's license

PHYSICAL ACTIVITY REQUIREMENTS:

(Degree of physical demands (strengths) usually associated with the essential functions of the position)

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. Light Work usually requires walking and standing to a significant degree. The type of physical demands usually associated with the essential functions of this classification are: stooping, kneeling, crouching, reaching overhead and horizontally, handling, fingering, feeling, talking, hearing and seeing.

REPORTING RELATIONSHIPS:

This position reports to the Digital Services Supervisor.

There are no day-to-day supervisory responsibilities associated with this position; however, may provide direction to volunteers as needed.