

York County Library System

Answers for Living ♦ Knowledge for Life ♦ www.yorklibraries.org

JOB DESCRIPTION

Title: Information Services Assistant

Department: Information Services

Supervisor: IS Coordinating Librarian

Individuals Supervised: None

Classification: Part-Time Evenings 9-12 hrs/wk
(including Sat. rotation)

Schedule: 5-8 ~ 4 nights/week
(M,TU,W,TH)

Specific Education:

Must have an Associate degree (or equivalent).

Experience Requirements:

Substantial experience working with computerized databases, software applications such as Microsoft Office, online alternatives, and performing Internet searches. Must also have experience providing library services in an urban public library and assisting customers with their computer needs.

General Requirements:

Must enjoy being a team player and providing excellent customer service to a diverse population of all ages. This position requires someone who has strong communication skills and who is truly enthusiastic about helping others. It is important that the candidate be dependable, a self-starter and feel comfortable using computers and performing other research-related duties.

Physical Requirements:

1. Must be able to lift up to 30 pounds from ground level to waist level and be able to bend, squat, and kneel occasionally throughout work shift.
2. Must be able to push a cart that weighs up to 30 pounds.
3. Required to perform simple grasping and fine manipulation tasks with both hands, and requires acceptable corrected vision (in both eyes) and acceptable corrected hearing.
4. Depresses computer keyboard keys and use of mouse.
5. Pick up and holds and lays down handset of telephone.
6. Must be able to reach, lift, and stretch throughout the work day.
7. Clear and comprehensible speech required to communicate adequately in performance of this job.

Duties and Responsibilities:

1. Assists in the organization and merchandising of the reference and non-fiction collections, adult and juvenile, including the Staff and Archive area.
2. Performs opening and closing duties.
3. Uses Millennium ILS to assist patrons with information needs.
4. Assist patrons in utilizing computer software and e-resources to meet their information needs. Refers complex information requests to specialists or librarian.
5. Informs customers of Library policies and rules and enforces these.
6. Troubleshoots and reports hardware, software, and printer issues as necessary.
7. Make recommendations for improvement of customer service.
8. Creates new patron records and updates those records in Millennium, collects fees and uses cash register software to track all transactions.
9. Provides additional Information Services support as requested.

If you are interested in this position please send a resume, cover letter, contact information for three professional references and a salary history to: oberrios@yorklibraries.org by December 5, 2011.

The York County Library System is an Equal Opportunity Employer (EOE). All employees are required to obtain a Child Abuse History Clearance and a Criminal Record Check.