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JOB DESCRIPTION:

Supervisor/Department:

Supervisees:

Status:

ADULT SERVICES AIDE

Adult Services Manager/Adult Services Department

None

Non-exempt, hourly, part-time

Job Purpose:

Under the general supervision of the Adult Services Manager, this employee supports the operations of the Adult Services department and provides general library services to adult and teen patrons. Day, evening, and weekend work, including Sundays (September – May), and the ability to work a flexible schedule are required.

Essential Functions:

- Respond to patron inquiries, including providing basic technology help and locating requested materials.
- Track reference and other statistics.
- Accurately shelve and retrieve library materials independently using the Dewey Decimal System and other classification systems specific to the library.
- Assist department staff as assigned by Adult Services Manager.

Further Responsibilities:

- Represent the library in a positive fashion at all times.
- Cooperate with all staff in performing duties essential to providing quality customer service and the achievement of library objectives, goals, and mission.
- Communicate and enforce library policies with patrons of all ages.
- Keep current with library profession by participating in appropriate meetings, workshops, and training sessions.
- Other reasonable duties as necessary.

Abilities, Skills and Knowledge:

- Ability to gain thorough knowledge of Fondulac District Library's Policies & Procedures.
- Ability to use effective decision making, interpersonal, and communication abilities with strong customer service and public service focus.
- Ability to maintain a pleasant and productive working environment.
- Ability to stand for long periods of time, to bend and reach, and to lift or push 50 pounds, if necessary.

Experience and Training:

- High school graduate or equivalent and experience in customer service and basic research, using print, electronic, and online resources, required.
- Associates Degree, LTA Certificate, some completed college coursework, and/or public library experience preferred.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Updated: July 15, 2024