



# INFORMATION ASSISTANT

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## JOB DESCRIPTION

<b>Department:</b>	Adult Services/Children's Services/Circulation Services	<b>Benefits</b>	Yes (pro-rated for PT)
<b>Division:</b>	N/A	<b>Time:</b>	General minimum of 36 hours per week for Full Time and 20 hours per week for Part Time, including evening and weekend hours, in combination with hours worked as a Circulation Clerk. Part Time employees may work additional hours above the 20 base hours as requested by their supervisors for the Library's needs.
<b>Job Type:</b>	Civil Service (FT) ; Non-Civil Service (PT)	<b>FLSA Status:</b>	Non-Exempt
<b>Reports To:</b>	Director of Adult Services	<b>Salary Range:</b>	\$16.724-\$21.740 per hour

## JOB SUMMARY

Information Assistants provide reference and readers' advisory service, bibliographic instruction, and computer lab assistance to patrons of all ages; participate in outreach and programming; provide excellent customer service; and carry out other duties as assigned. The Information Assistant duties are carried out under specific procedural guidelines and under the supervision of the Director of Adult Services or the Director of Children's Services. Scheduling is coordinated by the Director of Circulation Services in conjunction with hours worked as a Circulation Clerk.

## ESSENTIAL FUNCTIONS

- Provides routine reference service and bibliographic instruction to patrons.
- Assists patrons with the online catalog, the Internet, computer software, fax, and copier.
- Provides readers' advisory service to patrons, including preparation of bibliographies.
- Assists with creation of marketing and display materials.
- Participates in outreach and programming events.
- Upholds Library Rules of Behavior and other Library policies.
- May be a Public Notary.
- Performs other related duties as assigned.
- Attends department and other meetings as scheduled.

## JOB REQUIREMENTS

### Education & Experience

- Training or experience in reference, technology; experience in adult or children's services desirable.

- Experience with electronic resources desirable.
- Prior experience with the Polaris ILS desirable.
- Associate's degree or equivalent required.
- 25 words per minute keyboarding skills.
- One year successful, continuous work experience.
- Passing score on circulation and shelving tests.
- Public service, library, and supervisory experience all preferred.
- Bilingual skills (especially Spanish or Chinese) desirable.

### **Knowledge of**

- Knowledge of print and digital reference sources.
- Knowledge of Internet resources.
- Creative reference and database skills.
- Working knowledge of basic word processing and spreadsheet software, plus additional Microsoft Office modules.

### **Skills**

- Ability to quickly develop an effective working knowledge of the library's automation system and of relevant databases.
- Good organizational, interpersonal, and decision-making skills.
- Excellent verbal and nonverbal communication skills.
- Dependability and honesty.
- Strong customer service orientation.
- Commitment to serving a diverse community.
- Physical strength and agility sufficient to perform assigned tasks.

### **Ability to**

- Master complex, detailed routines.
- Understand and follow detailed oral and written instructions.
- Learn and follow all relevant Library policies.
- Complete work with speed and accuracy and handle frequent, sudden task changes effectively.
- Work with the public, visitors, and staff in a consistently friendly and courteous manner.
- Work in a team atmosphere in a consistently cooperative manner.
- Assume responsibility and work neatly, efficiently, and accurately without direct supervision.
- Communicate effectively orally and in writing.

- Enforce Library policies.
- Work full range of Library hours, including evenings and weekends. Maximum availability desirable.
- Work additional hours beyond those regularly scheduled as necessary and for the Library's needs.

**Licenses, Certifications, and Memberships Required**

- Willingness to become a Public Notary and to perform all related duties and functions.

**CONTACTS: INTERNAL/EXTERNAL**

- Daily contact with patrons and staff.
- Frequent contact with visitors and callers.

**SUPPLEMENTAL INFORMATION**

**Working Environment:** *The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- The work will occur primarily at The Urbana Free Library.
- Occasionally, staff perform outreach at offsite locations.
- Typical work schedule could include any hours that the Library is open in addition to time before and afterwards, with flexibility depending on the needs of the department.

**Physical Strength and Agility:**

*Physical strength and agility sufficient to perform assigned tasks:*

- While performing the duties of this job, the employee is frequently required to walk, sit, and talk or hear.
- The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms.
- The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress; and the ability to adjust focus to both print and electronic text.
- Hearing: Hear in the normal audio range with or without correction.
- Other: Lifting, pushing, and keyboarding.

*The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

The Urbana Free Library is an Equal Opportunity Employer.

Prepared By: \_\_\_\_\_  
*Signature* *Date*

Approved By: \_\_\_\_\_  
*Executive Director* *Date*

**Class Specification History**

- New class:
- General revision:
- Revised minimum qualifications:
- Revised definition, minimum qualifications, and add distinguishing characteristics:
- Revised minimum qualifications:
- Revised definition and distinguishing characteristics:
- New class code:

*For HR/Finance Use*

<b>Title Code</b>	<b>Pay Grade</b> 25
<b>EEO Category</b> 6- Administrative Support	

Last updated: October 26, 2015