**Fond du Lac (WI) Public Library**

**Job Description**

***Library Assistant 2 – Information and Outreach Services***

**Service Area: Information and Outreach Services**

**Reports to: Information and Outreach Services Coordinator**

**Pay Grade: Non-exempt, grade 6 ($25.64)**

**Schedule: Averages 19.5 hours per week, including a regular rotation of evenings and weekends**

**General Provisions:**

The Information and Outreach Services team is responsible for creating an engaging environment in the library and in the community. All members of the Information and Outreach Services team are expected to engage with adults of all ages, from young adults to senior citizens, as well as other special populations, including but not limited to educators, people experiencing homelessness, adults with cognitive or developmental disabilities, English language learners, children and teens who visit our service area, etc.

Under the supervision of the Information and Outreach Services Coordinator, the Library Assistant performs such duties as may be required for daily operations in the Adult Services Areas*.* The essential duties listed below are representative of those working in the position. This list is not meant to be all inclusive. Other tasks may be assigned as necessary. All library employees must be willing and able to work a flexible schedule including regular nights and weekends.

**Essential Duties:**

1. Support Information Technology
   1. Update, maintain, and troubleshoot public and staff computers, printers, and equipment.
   2. Install new hardware and software as directed.
   3. Recommend hardware, software, and information technology for purchase in the library.
   4. Anticipate future technology needs for staff and adults.
   5. Inventory technology equipment, printer cartridges, and supplies.
   6. Update assigned pages within the library’s website.
2. Staffs the Reference and Help Desk as scheduled
   1. Provide a welcoming, positive atmosphere in the first floor and second floor adult areas.
   2. Answer customer questions and assists users in locating appropriate materials.
   3. Recommend materials and maintains awareness of the library’s collection. Instruct and assist patrons in the use of electronic and print sources.
   4. Assist patrons in the use of the library equipment, including the fax machine, photocopiers, and internet computers.
   5. Monitor library areas for appropriate behavior.
3. Participates in occasional outreach events and program planning
   1. Represent the library in outreach programs and events, such as Farmers Market, Juneteenth celebration, etc.
   2. Generate program ideas, contacts local experts to arrange presentations.
   3. Help Librarians and other staff prepare program materials.
   4. Host and monitor program presentations to welcome speakers and participants; assist speakers with audio-visual equipment.
4. Other duties of a similar nature, as assigned. Duties may include, but are not limited to:
   1. Participate in and provides input on departmental projects and services, as well as building-wide initiatives and goals as assigned;
   2. Serve on departmental, library or City committees;
   3. Continue to develop workplace skills through continuing education opportunities.

**Minimum Requirements of the Position:**

Knowledge and Skills

1. Must exhibit a positive attitude, patience, and empathy necessary to produce friendly and efficient customer service.
2. Ability to utilize computers and basic computer programs such as the Microsoft Office Suite or Google Workspace, learn library-specific programs, other computer software and the Internet.
3. Ability to troubleshoot and remedy basic computer issues.
4. Ability to configure, install, and update software and hardware.
5. Basic knowledge of adult books and interests.
6. Ability to interact well with adults, children, and teens.
7. Ability to pay close attention to detail, work with precision and accuracy.
8. Ability to establish good working relationships with other staff members and interact as part of a team.
9. Ability to exercise good judgment in evaluating situations and making decisions while working independently.
10. Ability to follow instructions and properly complete assignments.
11. Ability to sort and shelve books and other materials in proper alphanumeric order.

Education/License/Certification Requirements

* Bachelor’s Degree or equivalent combination of library experience and education.
* Minimum one-year library or I.T. experience.
* Information Technology certifications desired.

Working Environment

* Library with occasional programming and outreach throughout the community in various settings and businesses.

Equipment Used

1. Standard office equipment, including, but not limited to computers, printers, peripherals, photocopiers, multi-line telephone, etc.
2. Presentation projectors, microphones, etc.
3. Microfilm machines and scanners.
4. Assistive devices such as electronic enlargement devices, etc.
5. Book carts, stepstools, and other common library and accessibility equipment as needed.
6. Emerging technology.