



**HUDSON AREA JOINT LIBRARY  
LIBRARY ASSISTANT II  
ADULT & YOUTH SERVICES**

Department: Adult & Youth Services

Classification: Library Assistant

Reports to: Patron Services Coordinator; Library Director

Pay Range:

Date Approved: August 21, 2018

FSLA: Non-Exempt

Date Revised:

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This position is responsible for providing high-quality customer service to patrons and visitors of the Hudson Area Public Library. This position performs additional duties required for the efficient and effective operations of the Library.

The following knowledge, skills, and abilities are required of all employees:

- 1. Communication:**
  - *Effective written and oral communication skills;*
  - *Active listening skills; seeks first to understand.*
  - *Communicates respectfully, at all times.*
- 2. Customer Service:** *Effectively connects with the patron and builds positive relationships with library patrons.*
- 3. Personal Leadership:**
  - *Demonstrates effective judgement and decision making process;*
  - *Provides appropriate responses and direction to predictable and unpredictable situations;*
  - *Models accountable behaviors and interactions to create a foundation of trust;*
  - *Embraces change;*
  - *Seeks learning opportunities;*
  - *Maintains patron confidentiality;*
  - *Creates a positive and productive work environment.*
- 4. Results:** *Aligns work with Library's mission and vision and strategic plan goals; Accepts responsibility for outcomes.*
- 5. Self-Management:** *Balances work and personal life; is aware of emotions and impact on others.*
- 6. Relationships – Teamwork:**
  - Promotes team cohesiveness and accountability;
  - Inspires others through effective leadership;
  - Collaborates with others;
  - Shares expertise and talents;
  - Participates actively and productively in meetings.
- 7. Technology:** *Embraces new and emerging technology for efficiency and life-long learning.*



## **ESSENTIAL FUNCTIONS**

The following job functions are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

### **Library Assistant II Duties:**

- Include all duties of a Library Assistant I, as listed below:
  - Provides excellent customer service to all patrons;
  - Performs general circulation tasks, such as patron check materials in and out, assistance with self-check equipment, registering new patrons, collecting fines and fees, and placing hold requests.
  - Provides computer assistance, as needed;
  - Completes opening and closing tasks, as assigned;
  - Provides directional assistance to patrons, and refers patrons to appropriate personnel for reference questions and assistance;
  - Answers phone and directs calls;
  - Maintains patron confidentiality.
- Other duties:
  - **Programming, as assigned:**
    - Arranges, develops, implements, and assess programming for the library, under the supervision of the Adult and Youth Services Coordinator, as assigned.
  - **Materials Selection tasks, as assigned:**
    - Selects materials for the collection.
  - **Information Technology Tasks, as assigned:**
    - Manages technology software updates and subscriptions;
    - Ensures computer equipment updates are regularly scheduled and do not interfere with library operations;
    - Monitors self-checks to ensure proper functioning;
    - Assist other staff and patrons with technology related issues, contacting the IFLS and / or City help desk, as needed;
    - Assists with website updates, as needed.
  - **Reference and Reader Advisory Services, as assigned:**
    - Conduct reference and Reader Advisory interviews;
    - Assists patrons with reference questions;
    - Directs patrons to information resources;
    - Acts as test proctor
    - Orders and maintains annual tax form supply
  - **Support tasks, as assigned:**
    - Monitor and order supplies, as directed;
    - Inventory and process incoming supply orders;
    - Monthly statistics, as directed.
    - Directs work of Library Aides and volunteers in relation to daily delivery of materials and shelving of materials;
    - Assist in training new staff and volunteers, as needed.



## **OTHER JOB FUNCTIONS**

- Performs other job duties as assigned.

## **REQUIREMENTS**

- Education: Bachelor's degree OR combination of education and experience sufficient to meet the expectations of the position.
- Experience: Customer service experience required; library experience preferred.

## **KNOWLEDGE, ABILITIES, AND SKILLS**

- **Knowledge of**
  - Computer systems and technology.
  - Office technology systems and equipment.
  - Interlibrary loan practices.
- **Ability to**
  - Communicate effectively.
  - Collaborate and build relationships within the community.
  - Maintain confidentiality of patron information;
  - Work independently, organize and prioritize work, respond to changing work demands, and make decisions, as appropriate.
  - Maintain pleasant, courteous demeanor in all situations.
- **Skills in**
  - Interpersonal communication skills;
  - Organization and time management;
  - Problem solving.

## **PHYSICAL DEMANDS and WORKING CONDITIONS**

- While performing the duties of this position the employee may be required to:
  - Sit, stand, walk, climb, stoop, kneel, crawl, talk, and hear;
  - Bend, twist, or reach;
  - Required to balance or climb, on occasion;
  - Push or pull wheeled library carts weighing up to 400 pounds;
  - Lift or carry items weighing 50 pounds or less;
  - Use fingers and hands to handle, feel, or operate objects, tools, or controls, such as computer keyboards.
- Work is performed indoors with a minimum amount of outside work.
- Work schedule may include evening and weekend hours, as necessary.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



**ACCEPTANCE STATEMENT**

I have carefully read, understand, and accept the position description, including the qualifications, requirements, and physical demands, with or without accommodation, of the position of Youth Services Librarian at the Hudson Area Library. If employed, I certify that I can and will perform the essential functions of the position. Administration reserves the right to change job responsibilities, duties, and hours as needs prevail. This document is for informational purposes only and does not indicate a written or implied contract of employment.

**Acknowledgement of Review**

I acknowledge that I have read the information presented above, and I understand the expectations set forth hereto.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

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Library Director

\_\_\_\_\_  
Date