

# PROSPECT HEIGHTS PUBLIC LIBRARY

- I. JOB TITLE:  
Information/Readers Advisory Assistant
- II. JOB CLASSIFICATION:  
Library Assistant III
- III. JOB SUMMARY:  
Serve at the Information Desk and help the public needing library related information and referrals to the proper department or person. Promote reading through effective reader's advisory, creative book displays, and the winter and summer reading programs.
- IV. DUTIES AND RESPONSIBILITIES:
  - A. MAJOR DUTIES
    1. Serve as the initial point of contact for patrons visiting the library and answer questions relating to library services, programs, and procedures.
    2. Provide readers advisory by assisting patrons and participating in library readers advisory programs.
    3. Prepare and maintain monthly book displays book displays throughout ASD.
    4. Register patrons for library programs and meeting room use.
    5. Act as a passport acceptance agent.
  - B. MINOR DUTIES:
    1. Perform minor computer troubleshooting
    2. Assist patrons in using Library resources
    3. Perform voter registration.
    4. Attend workshops and meetings pertinent to duties.
    5. Perform other duties as assigned.
- V. THE RELATIONSHIPS AND REQUIREMENTS OF THE POSITION:
  - A. Reports to the Head of Adult Services.
  - B. Works extensively with the public.
  - C. Coordinates with other library departments.
  - D. 2 years of experience in a customer service environment. Public library experience preferred.
  - E. Knowledge of popular authors and titles.
  - F. Competency with computers and Microsoft Office.
  - G. Able to work a flexible schedule, including mornings, afternoons, evenings and weekends.
- VI. PHYSICAL REQUIREMENTS OF THE POSITION:
  - A. Ability to read different sizes print on books and online.
  - B. Ability to stand and walk for extended periods of time. Frequent kneeling or crouching required.
  - C. Ability to effectively communicate both in writing and verbally.
  - D. Ability to move freely (with or without assistance) and to reach materials on shelves.
  - E. Ability to lift up to 25 lbs of books and push a cart of up to 100lbs of books.
  - F. Ability to legally operate a passenger vehicle.