



100 LIBRARY LANE
GRAYSLAKE, IL 60030
847.223.5313
grayslake.info

Public Services Library Assistant Job Description

Position Title: Public Services Library Assistant

Department: Public Services

Classification: Library Assistant

Supervisor: Public Services Supervisor

Grade: 3

FLSA Status: Non-Exempt

Hours per week: Part-time with a rotating schedule, including evenings and weekend shifts.

REQUIREMENTS FOR ALL EMPLOYEES

- Exemplify and embrace core library values.
- Follow library policies, procedures, and supervisory guidance.
- Practice excellent customer service; communicate effectively and courteously with all patrons, volunteers, co-workers, and supervisors.
- Exercise good judgment and take initiative.
- Work efficiently and adapt to change with a flexible mindset.
- Ability to use computers, smart devices, telephone and other office and building equipment.

POSITION SUMMARY

Under the leadership of the Public Services Supervisor, the Public Services Library Assistant is responsible for performing all Level 1 public service duties, interacting with patrons and other staff in a cordial manner while performing tasks efficiently and accurately.

ESSENTIAL FUNCTIONS

1. Performs Level 1 public service duties.
2. Answers and directs incoming communication in various formats.
3. Checks library materials out at the desk and through Curbside Service.
4. Checks returned library materials in.
5. Provides patron account assistance, including registering new patrons, updating existing records, and collecting fees.
6. Process hold requests.
7. Provides basic reference service, basic readers' advisory, and directional information to patrons.
8. Provides basic computer, copier, scanner, and fax assistance.
9. Provides basic assistance in the Hub.
10. Actively promotes the library, its materials, and services through programs, events, displays, and handouts.
11. Schedules Study Room and Level 2 and 3 appointments for patrons.
12. Registers voters.
13. Accepts and assists with Friends of the Library donations.
14. Represents the library at outreach events as needed.
15. Performs other duties as assigned.

Adopted 1/28/2021



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QUALIFICATIONS

- Education: High school diploma or equivalent; some college preferred; knowledge of reference and research procedures, materials, and current technology.
- Experience: Public service experience highly desirable; Library experience helpful.

COMPETENCIES (KNOWLEDGE, SKILLS, AND ABILITIES)

1. Familiarity with G Suite applications and Microsoft Office programs.
2. Familiarity with the Dewey Decimal System and alphabetical systems.
3. Ability to work accurately, independently, and with attention to detail while handling multiple initiatives.
4. Knowledge and/or experience with library services including but not limited to reader's advisory, programs, book discussions, digital media instruction and STEM / maker services.
5. High level of skill and interest in technology and training.
6. Ability for partial remote work with prior supervisor approval.

PREFERRED COMPETENCIES

- Ability to speak a foreign language
- Knowledge of Polaris software

PHYSICAL REQUIREMENTS

- Frequent sitting, standing, walking
- Bending, stooping, climbing, pushing, pulling, reaching, handling, and fine manipulation skills; may lift 35 lbs.
- Vision: near, far, color; hearing

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