

CITY OF IOWA CITY - Job Description

Job Class #08-04

FLSA Non Exempt
Non Civil Service

Identification

Position Title: Library Assistant III
Job Title: Community Assistant
Department: Community & Access Services
Division: Library
Immediate Supervisor: Community & Access Services Coordinator

Job Summary

Under general direction, supports the Library's community and outreach services. Travels to community sites to provide outreach, programming, and instructional service. Serves on assigned Library Work Groups and Teams. Works on the Help Desk and Bookmobile including evenings, weekends, holidays and special events.

Essential Job Duties and Responsibilities

Travels to community sites to provide outreach services in the community.

Promotes Library collections, programs and services.

Delivers and **leads** book discussion and technology related programs in the community.

Selects materials for outreach visits and offers circulation of materials in the community.

Manages Library participation in community events and registration events.

Collaborates with City and Community entities for outreach and community services.

Conducts tours and **supports** the outreach, access and community service mission of the Library, including back-up for staff providing collection- based outreach services.

Works on the Help Desk and Bookmobile as well as outreach sites; shifts may include evening, holiday or weekend rotations.

Assists patrons with materials checkouts, renewals and holds at the Help Desk and Bookmobile.

Issues Library cards and **assists** patrons with Library card accounts.

Updates and **maintains** patron records.

Helps patrons discover and locate Library materials and services.

Provides reader's advisory assistance.

Supports the Library's volunteer program by recruiting, screening and placing volunteers.

Sets agenda and **facilitates** Volunteer Supervisor meetings.

Checks in and **shelves** returned materials.

Helps maintain the visual presentation of the Bookmobile and Downtown displays.

Directs the work of hourly staff and volunteers.

Refuels outreach vehicles and **reports** mechanical issues.

Summons assistance in case of mechanical failure or other vehicle issues.

Understands and **implements** established policies and procedures regarding the safety and security of customers, volunteers and fellow staff members.

Resolves and **reports** behavior problems.

Seeks support from senior staff and crisis/emergency services as needed.

Presents Iowa City Public Library and its collections, programs and services in a positive manner and **adheres** to customer services procedures and guidelines as established by the Library.

Assists in services provided to the Jail by **gathering** requested materials, **checking out** materials and **monitoring** overdue items.

Maintains jail patron records.

Assists in the preparation of materials for delivery to homebound patrons.

Sorts and **delivers** library and department mail.

Conducts self in a manner which **promotes** and **supports** diversity and inclusivity in the workplace and community.

Performs other duties as assigned.

Physical and Environmental Conditions

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands to finger, handle, or feel and talk and hear. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 30 pounds. This position must have the ability to apply up to 50 pounds of force to move or push a book cart. Specific vision abilities required by this job include close vision, and ability to adjust focus.

The physical demands and work environment characteristics described here 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 noise level in the work environment is usually moderate.

Minimum Education, Experience and Certification

Bachelor's degree from an educational institution accredited by a DOE recognized accreditation body in the social work or social sciences required. One-year of experience working with the public required. Valid driver's license with satisfactory driving record required. Must be 18 years of age per Iowa Code 92.8. Must pass criminal background check. Must pass criminal history background check by Johnson County Jail and City of Iowa City.

Preferred Education, Experience and Certification

Public library experience preferred. Reader's advisory experience in a public library preferred. Experience working with special populations preferred. Ability to speak Spanish, Arabic or French is desirable.

Knowledge, Skills, and Abilities

Knowledge of library mission, goals, and public service philosophy. Knowledge of library collections, technology, print resources, online resources, and reader's advisory methods. Knowledge of the needs of special populations groups and of local community resources. Skills in the use of computers and other devices to assist patrons and access eCollections. Skill in working with and maintaining effective relations with community agencies, the public, volunteers, and other employees. Ability to serve in a leadership role to implement library policies and to respond to library emergencies, customer complaints, and general customer service issues. Ability to communicate effectively over the telephone, in writing, and in person. Ability to maintain a pleasant library environment where collections are highlighted, and patron issues are addressed. Ability to prepare reports and maintain records and statistics. Ability to work in a team environment to consistently deliver excellent library services. Ability to understand and interpret library policies, complete rules, and procedures. Ability to travel to outreach sites to maintain off site collections and deliver library programs and classes. Ability to engage and serve the public in a positive manner. Ability to work in an innovative and fast-paced public service environment.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position.