

Ridgefield Library Association

Job Title: Library Technical Assistant II – Adult Services

Reports to: Head of Adult Services Department

Purpose: Supports the successful operation of the Library by providing services to the public, support for Adult Services Librarians and by maintaining library materials and records. This position operates under the direct supervision of the Adult Services Department Head and is also expected to use independent judgment.

Duties & Responsibilities:

- Regularly scheduled for duty at the Adult Services public service desk
- Provides quality reader's advisory and technology assistance to adults and teens
- Assists and instructs adults and teens in the use of library resources and equipment
- Creates and maintains content on a variety of online platforms in support of Library service to the public
- Performs routine general library work and basic clerical activities in support of Adult Services Librarians
- Performs opening and closing duties
- Maintains a safe and welcoming environment
- Maintains a professional demeanor in all interactions
- May assist with special projects as assigned
- Performs other duties as assigned

Knowledge & Skills

- Ability to deal tactfully, courteously and effectively with patrons of all ages and with other employees demonstrating the Library's Values in all interactions
- Excellent organizational and time management skills
- Proficiency with computer systems in a Windows environment
- Proficiency with MS Office applications, including Word & Excel
- Ability to learn and use Library technology and equipment
- Ability to learn, adhere and enforce all Library policies and procedures.
- Working knowledge of or ability to learn the Dewey Decimal System
- Working knowledge of or ability to learn general library terminology
- Working knowledge of or ability to learn adult and teen literature and resources
- Ability to communicate effectively orally and in writing
- Ability to work independently and as a team member
- Ability to work with limited supervision

Physical requirements:

- Ability to lift up to 40 pounds
- Ability to push and pull carts weighing up to 80 pounds

Qualifications:

- One (1) year of experience in a related position (examples include working in a library, customer service positions, bookstores, or schools); OR completion of a Bachelor's degree in a related field; OR an equivalent combination of education and experience. Education and/or experience must demonstrate possession of the knowledge, skills, and abilities listed above.
- Ability to work evenings and weekends as assigned.