

Title: Library Assistant Part-Time

Reports to: Systems Manager

FSLA: Non-Exempt (hourly)

Hours: 15-18 hours per week

Job Summary: Assist patrons and staff with technology needs while providing excellent customer service. Work with other team members to ensure accurate and prompt service to Hays Public Library patrons.

Primary Duties and Responsibilities:

1. Assist patrons with faxing, scanning, copying, and printing.
2. Assist patrons with basic computer functions and tech questions.
3. Assisting patrons and staff with the use of online resources.
4. Facilitate technology training and assist other staff with programs as assigned.
5. Understand and operate the Integrated Library System (ILS).
6. Assist patrons in locating materials.
7. Assist Systems Manager with technology projects as needed.

Additional Duties:

1. Contribute to the achievements of the goals and mission of the library.
2. Attend workshops and trainings as needed.
3. Attend and participate in HPL staff and committee meetings as appropriate.
4. Keep statistics and prepare reports or presentations as needed.
5. Document work through an online ticketing system.
6. Other duties as assigned by the Department Manager or Director.

Education and Experience: High School diploma or equivalent required. Customer service experience with an emphasis on technology assistance preferred.

Skills: Must be able to:

1. Establish and maintain effective and courteous working relationships with library patrons and staff.
2. Operate office machines and computers and navigate library website.
3. Follow instructions and work without supervision.
4. Learn the applications of technology for patron service.
5. Basic computer skills including knowledge of MS office software and ability to learn the library circulation system.
6. Basic understanding of computer networks.
7. Effectively troubleshoot technology problems.