

Job Title: Adult Learning and Information Services Associate I  
Job Category: Part-time (24 hours), Non-exempt  
Department: Adult Learning and Information Services  
Salary: Based on experience  
Submit Application: Email: [resume@twinsburglibrary.org](mailto:resume@twinsburglibrary.org)  
Fax: (330) 425-3622  
Mail: Twinsburg Public Library  
Attn: Laura Leonard  
10050 Ravenna Road  
Twinsburg, OH 44087

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### JOB SUMMARY

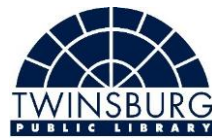
Assists adults with locating information and materials. Assists the department with specialized services and the management of materials in the Library's collection.

### ESSENTIAL RESPONSIBILITIES AND DUTIES

- Assists patrons in locating and obtaining Library materials, practicing reference interview.
- Assists patrons in locating information online and through Library databases. Refers patron to librarians, other Library departments, organizations, or individuals as appropriate.
- Guides patrons in using current technology in the building, which may include copying, printing, faxing, and/or scanning.
- Uses a variety of techniques to promote materials and programs (e.g. displays, social media, etc.).
- Provides information on Library activities, facilities, and procedures.
- May serve as notary public.
- Assists the department with home delivery service and outreach projects.
- Other duties as assigned.

### MINIMUM REQUIREMENTS

- Bachelor's degree or associate's degree from an accredited college or university **or** equivalent library experience.
- Customer service experience preferred.



CONDITIONS AT WORK

- Fast-paced environment that may require handling difficult customer service situations.
- Job is primarily performed indoors in a typical customer service setting and involves frequent close-up work, including use of a PC monitor.
- Employee is required to work evening and weekend hours, including Sundays; schedules may be altered depending on the needs of the Library. Employees generally work two evenings a week plus a weekend rotation.
- Minimal travel may be required to attend trainings.
- **Physical Requirements:** Ability to regularly lift up to 25 pounds; ability to reach overhead and stoop to floor level; ability to operate standard office equipment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Understands and responds to the Library’s need for flexibility.
- Ability to respond effectively to common inquiries or complaints from patrons, co-workers, vendors, and the public.
- Ability to take direction from administration.
- Strong attention to detail; ability to perform duties with a high level of accuracy.
- Ability to resolve complex problems appropriately and to manage pending deadlines.
- Ability to maintain confidentiality and discretion; uses appropriate judgment in handling information and records.
- Ability to tactfully communicate with public, staff, and patrons of all ages.
- Ability to work with little to no supervision.
- **Personal Characteristics:** Consistently maintains, displays, and models a positive attitude that reflects the Library’s values. Works as a member of a team toward the success of the Library’s mission.

I have read and understand this job description and acknowledge that it does not constitute a contract.	
Signature _____	Date _____