

Lincolnwood Public Library District
Job Description

Position Title: Associate - Adult Services
Supervisor Title: Head of Adult Services
FLSA Status: Non-Exempt
Last Updated: June 2024

Minimum Qualifications

Associate's Degree or two years of comparable experience. Intermediate to advanced computer and information technology skills. One year experience working or volunteering with adults in a public library or educational setting preferred.

Job Summary

Under the supervision of the Head of Adult Services, the Adult Services Associate is responsible for ensuring an excellent patron experience while implementing and promoting the department's services, resources, and technology.

Primary Responsibilities

1. Provide friendly, efficient, and knowledgeable customer service.
2. Provide adult reference and reader's advisory services while regularly working the Adult Services desk, answering phones, or responding to emails.
3. Enforce policies, procedures, and guidelines governing patrons' use of and behavior in the library.
4. Assist and instruct patrons on use of digital resources including electronic media and information databases.
5. Assist patrons with use of publicly available technology including the computers, printers, copiers, scanners, fax machine, Specialized Media Station, etc.
6. Understand and use technology systems and equipment in the areas of hardware, operating system and file management, software applications, and internet.
7. Promote services, resources, and programs by developing digital or print content as assigned.
8. Assist with programming and special events by aiding programming staff, serving as designated helper for outside presenters, or implementing passive programming in collaboration with the Head of Adult Services.
9. Stay abreast of new technologies, library trends, resources, and materials.
10. Curate diverse and engaging displays and reading lists.
11. Collect accurate and up-to-date statistics about the use of the collection and library services.
12. Other duties and projects as assigned.

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General Performance Requirements – Annual Evaluation

In order to perform these duties effectively and in a manner consistent with the library's commitment to high quality public service, the employee must possess, and will be expected to consistently exhibit, the following qualities and capabilities. These performance categories are what the position's annual evaluation is based on.

- **Maintains Flexibility** – The staff member willingly accepts a variety of responsibilities, adapts to new situations in a positive manner, displays an openness to learning and applying new skills, works well with others across all departments, is resourceful and generally seeks to improve.
- **Demonstrates Credibility** – The staff member shares information with others when appropriate, acts independently while keeping the supervisor informed, performs work according to current guidelines and directives, maintains standards as defined in the employee handbook, and exhibits ability to research and evaluate facts before taking action.
- **Customer Service & Communication** – Staff are expected to promote equal opportunity, respect, and protect the rights of patrons. Staff will respond to patron needs within agreed time frames, address conflicts and problem situations with patience and tact, listen to others and communicates with clarity. Opinions and disagreements are conveyed in a professional way.
- **Quantity & Quality of Work** – The staff member meets all goals and objectives for the performance period, completes all assignments, and meets deadlines. Their work is organized and presented professionally, thorough and complete, and free of flaws and errors.
- **Availability for Work** – Attendance supports the expected level of work, the staff member follows schedules and assigned shifts, and meets all Library standards for attendance and punctuality.