

Programming Assistant

Definition

The Programming Assistant assists with the planning, coordination, and implementation of age appropriate activities and programs for children, teenagers, and adults. Primary responsibilities include assisting customers; responding to questions from customers. Performs intermediate skilled administrative support work in the public services areas of the public library, and related work as apparent or assigned and assists with daily library duties, special projects and grants; and assists library patrons in the use of library services, facilities, and equipment.

Responsibilities and Duties Include

- A. Develops, coordinates, and presents library programming, educational classes, and outreach services (including set-up and clean-up)
- B. Works with the Service Coordinators and Director to develop new programming initiatives
- C. Participates in planning ways to optimize the library facility; create displays, signage, and other methods to attract visitors and provide a pleasing learning environment
- D. Actively promote services and programs, through community outreach and engagement
- E. Encourage digital literacy and provide technology instruction
- F. Develops observations and understanding of community needs into effective library services and programs
- G. Works collaboratively with other members of the Library staff to generate program ideas and coordinate development
- H. Cultivates relationships with community members and local organizations to garner feedback and potential partnerships
- I. Evaluates program success
- J. Provides a high level of customer service and assist customers through various aspects of utilizing the library, including reference service in person and over the phone
- K. Assists with daily tasks of the library such as issuing new library cards, checking out library materials, receiving returns, assessing damaged items, and determining outstanding materials
- L. Shelves library materials and straightens shelves; assists with maintaining library collections and repairing materials
- M. Answers patron questions and resolves complaints
- N. Assists with providing reader's advisory, reference and general information to patrons; assists in providing assistance and instruction regarding the use of databases, catalogs, and computer applications
- O. Organizational responsibilities; prepares library for opening and closing; troubleshoots basic issues on computers and other technology; discusses with director ideas for improvements and keeps updated on library plans and activities
- P. Uses and maintains computer library on-line catalog to help locate library materials
- Q. Assists patrons in locating and selecting materials using the library catalog
- R. Handles loans between libraries
- S. Effectively handles difficult patrons with good customer service, especially in cases of disagreement over fines or lost materials
- T. Helps patrons with library technology including assisting with photocopier machine, placing and receiving faxes, accepting financial transactions for fines, copies, donations, and other income sources
- U. Assists in processing new Library material
- V. Assembles, arranges, and maintains displays of books and other library materials
- W. Attends monthly staff meetings
- X. Keeps current on trends and issues in library practices and philosophy
- Y. With permission from the Director, attends continuing education workshops and informational meetings related to the position
- Z. Performs other related duties as assigned

Knowledge, Skills and Abilities

- A. General knowledge of books and libraries
- B. Ability to perform a variety of library tasks and to adhere to prescribed routines
- C. Ability to maintain patron confidentiality and follow policy and procedure
- D. Considerable ability to pay attention to detail, prioritize tasks, and manage deadlines
- E. Customer service experience, with an emphasis on working in an instructional format
- F. Fluent computer literacy
- G. Excellent phone skills
- H. Outstanding written and verbal communication
 - I. Ability to handle multiple tasks concurrently
- J. Ability to remain professional and courteous while interacting with library patrons
- K. Tact in handling displeased patrons while providing a positive customer service experience for all patrons
- L. Attention to detail and good problem solving ability

Qualifications

- A. High school diploma or equivalent
- B. Previous library experience strongly preferred
- C. Experience working with planning programs strongly preferred
- D. Comfortable working with computers and software, and able to instruct others on digital literacy skills
- E. Ability to plan, promote, execute, and evaluate adult library programming successfully
- F. Comfortable going outside the library building to promote library services
- G. Outstanding customer service skills in order to relate courteously and effectively with library patrons
- H. Ability to work independently
 - I. Computer and technology experience, including but not limited to Word processing and graphic design skills, social media, Google Drive tools (docs, sheets, calendar, etc.), familiarity with Windows and Android devices, and comfort with remote meeting platforms (ex: Zoom), and basic technology troubleshooting
- J. Ability to participate in trainings on a variety of library-related topics