

Bilingual Library Assistant

Georgetown Public Library

Statement of Work

The Circulation Desk is the hub of the library; the successful candidate is a team player and possesses exceptional skills in customer service, problem solving, handling challenging situations, multi-tasking, greeting patrons upon arrival, and offering assistance. The Bilingual Library Assistant is required to have a pleasing disposition, dedicated to the values and goals of the Library and the community it serves.

Reports to: Assistant Director

Service Behaviors:

- Safety
 - Maintain a safe environment by being aware of surroundings
 - Alert a co-worker of potential danger
 - Protect privacy and confidentiality through using a low voice and professional language
- Courtesy
 - Display a welcoming tone of voice and body language to everyone
 - Be kind
 - Give full attention, and focus on interaction
 - Use phrases such as: "How may I help you today?," "I am glad to be of assistance," "Thank you for coming in today," "We hope to see you again soon," or use friendly language
- Knowledge
 - Effectively use and share: resources, systems, databases, and computers
 - Actively engage in training opportunities by checking the DLC consortium page and libguides (guides.lib.de.us/profdev)
 - Know what to do and why you are doing it, or ask questions to seek knowledge
 - Ensure satisfaction to everyone with creative and accurate solutions and a "Let me find out" attitude
- Efficiency
 - Provide accurate information in a credible and timely manner
 - Listen to determine and clarify others' needs
 - Be the solution - offer ideas to improve operations and processes
 - Document and share best practices
 - Minimize waste of resources: people, time, financial, and materials

Core Competencies

Positive Attitude: Demonstrates the ability to look for opportunities during challenges; brings forth solutions to difficult situations and issues; delivers difficult communications with an eye towards lessons learned and opportunities to be gained at an individual, visitor or library's perspective.

Effective Communication: Communicate clearly and effectively when delivering verbal and written communications; speaking (and listening) is clear, empathetic, non-defensive and non-judgmental; builds strong, trusting, and rewarding relationships, thinks creatively, solves problems, and resolves conflicts.

Competence: Being current and forward thinking in one's area of responsibility; demonstrating the ability to work through and anticipate challenges and issues proposing sound solutions to complex problems.

Commitment: Service driven perspective, understanding the importance and significance of your role and the impact of your performance on you, your team, the library and the community. Demonstrates a willingness to do what is needed to further the mission and vision of the library.

Resilience: The ability to be flexible in the face of changing employee, patron or library recommendations and requests; recovers and redirects efforts appropriately in the face of any deviation or disruption in service or resource.

Duties and Responsibilities

- Assists patrons who speak Spanish
 - Translate flyers and promotional materials into Spanish
 - Engage in outreach opportunities for all members of the community
 - Assist with programming for the Spanish speaking community
 - Offer programs in Spanish and English
 - Other duties as assigned
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- Maintains the operation of the circulation desk according to established procedures
 - Maintains the orderly flow of returned materials, shelves books, replaces other materials
 - Processes all library materials and empties book drop
 - Initiates and assists with exhibits and displays; assists in creating artwork and visual materials.
 - Removing and shelving materials and performing related tasks
 - Organize shelves; shelf read
 - Answers phones with a positive, customer service attitude
 - Utilizes library technology and online resources
 - Assists patrons in identifying online resources and in the use of public access computers
 - Operates standard office and library equipment such as personal computers using Microsoft Office programs, library specific software, copiers, and fax machines
 - Enrolls new patrons
 - Provides guest passes according to the standards set by the library
 - Suggests ideas to generate and increase library attendance and usage
 - Collects statistics
 - Responsible for recycling removal throughout the day and at the end of day.
 - Assists in promoting all Library activities and programs.
 - On rare occasions, can handle emergencies; think fast, towards achieving the best outcomes

- Will be cross-trained in appropriate library responsibilities and serve as a floater* when needed
- Other duties as assigned

*Floater is defined as someone who is trained to work at the Circulation Desk and can be assigned to other various tasks as needed. Floaters provide coverage during peak business hours, peak workloads or when other staff members may not be working on a particular day or on vacation leave. Floaters are able to pitch in at a moment's notice.

Qualifications

- Must be a high school graduate or have a GED; some college education is preferred.
- Excellent written and verbal communications skills required.
- Flexibility and adaptability required.
- Able to work evenings and weekends.
- Values and demonstrates an exceptional customer service attitude.
- Able to work with minimum supervision.
- Working knowledge of Microsoft Office Products and demonstrated comfort with the Internet.
- Physical Requirement: Ability to lift 30 pounds, push cart with 50 pounds, good vision, standing, kneeling and crouching.
- Flexibility in work week as needed.
- Successful background check
- Ability to speak Spanish is a requirement for this position