

## POSITION DESCRIPTION

CITY OF HASTINGS

HASTINGS PUBLIC LIBRARY



LIBRARY and MARKETING ASSISTANT

12-16 hours per week

## SUMMARY

Performs a variety of library circulation and clerical procedures. Provides friendly, high quality customer service to Library patrons. Performs related duties as required.

## SUPERVISION RECEIVED

Work is performed under the direction of the Circulation Supervisor and in coordination with the Marketing Coordinator and Library Director.

## RESPONSIBILITIES AND ESSENTIAL DUTIES

An employee in this position may be called upon to do any or all of the following essential duties: (These examples do not include all of the tasks which the employee may be expected to perform.)

- Check materials in and out, register patrons for library cards, assist public with self-checkout, renewals, holds, computers, faxes and other duties as assigned.
- Provide excellent service to the public with onsite materials and resource sharing, access to public computing and online resources, reference and referral information.
- Assist patrons of all ages in performing reference searches, selecting and locating materials, and providing readers advisory services.
- Manage online newsletters, including content creation and editing of graphics and layout.
- Assist with marketing planning, including help maintaining internal and external event calendars.
- Assist with development and implementation of internal Library displays in support of initiatives, programming and special events.
- Help with planning and implementing programming.
- Adhere to Library privacy law. Have the ability to maintain confidentiality and use appropriate judgement when handling information and records.
- Participate in library-wide initiatives and programs.
- Answer telephones, provide routine information and transfer calls.
- Assist with handling inter-library loan materials.

- Assist in assuring accurate library shelving by shelf-reading and re-shelving materials as needed.
- Accomplish assigned circulation tasks accurately and in a timely manner.
- Perform other tasks as assigned.

#### ESSENTIAL FUNCTIONS, KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

All of the following functions, knowledge, skills, abilities and duties are essential. An employee in this class, upon appointment, should have the equivalent of the following:

- Knowledge of typical library services.
- Ability to work effectively with the general public and other employees.
- Proficiency in use of standard business applications and software, including email, web browsers, web applications, and Microsoft Office suite.
- Comfort with graphic design related software such as Canva, Adobe Photoshop and Microsoft Publisher.
- Ability to see and hear well.
- Ability to lift 40 pounds.
- Ability to push book trucks with up to 100 pounds of materials on them.
- Ability to understand and follow written and oral instructions.

#### Qualifications

- Required education: High school diploma or equivalent, prefer some advanced courses or college credits.
- Desired Skills: Comfort with social media including Facebook and Instagram; ability to write clearly for newsletters and newspaper articles; experience with graphic layout & design, including use of graphic programs such as Canva, Photoshop and Microsoft Publisher.
- One-year experience in library work preferred.

*This position description is not intended to be a complete list of all responsibilities and skills required and is subject to review and change at any time in accordance with the needs of the Hastings Public Library. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of the position.*

**All application for this position must be completed online.**

**Go to <https://indeedhi.re/3gsdcMh>**

### **Additional questions**

What is the highest level of education you have completed?

How many years of Customer Service experience do you have?

Which shift(s) are you available to work?

All Library staff work at least one Saturday shift every month, may work shifts until 8pm on weekdays and are asked to help cover open shifts occasionally. Are you able to meet these needs?

This role will assist in developing marketing materials for the Library and help manage social media accounts. Please describe your experience with both of these topics. Please include links to social media accounts you actively manage (personal or business) and attach any examples you desire to show skills with graphic design and/or writing.

### **Skills Tests to Complete**

Basic computer skills

Customer focus & orientation