

# MERIDIAN LIBRARY DISTRICT

## unBound Library Assistant



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### ***Position Summary***

The unBound Library Assistant provides patron-focused library service in response to the technology and information needs of library users at the Meridian Library District's unBound Business and Technology Library. This position focuses on providing information and reference assistance to library patrons in addition to supporting patron services provided by unBound. The incumbent assists with the daily operations of the library and performs related duties as assigned. Work is performed independently with direction.

The majority of work hours are spent working public service desks, providing customer service and technology support.

### ***Duties and Responsibilities***

#### *Essential*

#### **Customer Service**

Provides excellent customer service to library patrons at public service desks, on the phone and virtually. Provides informational assistance to patrons and refers questions as needed. Makes decisions based on library policies and procedures. Determines customer needs and advises patrons about library materials, resources, and technology equipment. Aids visitors in regards to technology and other library services including databases, library materials, and quality online sources. Actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere that embraces diversity.

#### **Technology**

Provides technology support to patrons who bring their technology devices or use the library's hardware and software. Troubleshoots the Library's technology equipment. Maintains unBound

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*Adopted by the Meridian Library Board of Trustees n.d.*

*Revised and Board Approved May 20, 2022*

3D printing services by setting up 3D prints for patrons, runs branch 3D printers, updates print queue, and performs scheduled maintenance for 3D printers and maker equipment. Assists patrons in setting up paper prints, and ensures equipment is maintained and ready for patron use. Provides assistance to patrons using the meeting room and sound studio equipment.

### **Operations**

Maintains physical appearance of library. May perform some circulation duties including issuing library cards, checking materials in and out, reserving items, collecting fees, and answering the phone. Promotes library collections, services, and programs. Responsible for appropriate and appealing display of new materials and resources. May be required to drive a library vehicle for delivery or outreach purposes. Prepares room reserved for use by staff and patrons.

### **Records and Reports**

Maintains accurate records, collects statistics, tracks performance measures and prepares reports related to library services and events to include attendance, outcomes, evaluation, costs, etc. as required by administration. Completes clerical tasks such as record maintenance, compiling lists and drafting resource guides in both an office setting and remotely. Maintains good attendance and time keeping records.

### **Event Coordination/Programming**

Assists in developing and providing some library programs. **Opening and Closing** Will open and/or close the library and ensure the security of the building.

#### *Marginal*

May attend trainings, webinars, and community meetings.

Recommends purchases based on patron's interests and requests.

Assists in developing and providing some library programs.

May be required to drive a library vehicle for outreach program purposes.

Performs other duties as assigned.

### **Minimum Qualifications**

*Knowledge, Skills, and Abilities:*

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Demonstrated commitment to diversity, equity, and inclusion.

Provides exemplary customer service and maintains a favorable public image of the library. The incumbent has a desire to work in a public service role. Has excellent interpersonal skills and the ability to communicate effectively and appropriately with people from diverse backgrounds, including youth, families, volunteers, and coworkers. Must be able to juggle multiple priorities and patron needs. Builds and maintains positive working relationships with individuals at all levels of the organization and fosters positive partnerships with outside organizations. Must be able to work alone at a location as well as remotely.

Proficient with standard computer applications, online library automation system and online searching. Understands the role of technology in providing library services and is technically savvy, exhibiting a high learning aptitude in a number of operating systems and applications such as Microsoft Office Suite (Excel, Word, PowerPoint), Adobe CC (Photoshop, Illustrator, etc.), and Google Suite. This position requires a knowledge and a strong aptitude and ability to learn and adapt to various hardware and software including audio visual equipment, personal computers, tablets, smart phones, and maker/prototyping tools.

*Experience:* 1-2 years of experience in libraries, education, retail or customer-service related position or similar experience.

*Education:* High School Diploma or GED, or equivalent education, training, or experience.

*Training, Licenses, or Certifications:* None

*Supervisory Responsibility:* May indirectly supervise and train volunteers and other staff.

### ***Preferred Qualifications***

Bilingual, preferably Spanish-English, Russian-English, or other languages. A bachelor's degree and public-speaking experience. Desired personal attributes include: a positive approach to interacting with the public, a continuous desire to update technology skills, and a sense of humor. Proficiency in both Windows and Mac operating systems. Knowledge of prototyping tools (3D printing, CNC, laser cutting/engraving, etc.), tech troubleshooting, and good customer service. Must be able to work alone at a location and be able to juggle multiple priorities and patron needs.

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## ***Working Conditions***

*Physical Requirements:* The job requires the employee to frequently sit, stand, walk, twist/turn, and maintain flexibility; constantly hear, listen, and see; perform manual dexterity movements; occasionally stoop/bend; and seldom kneel, squat, crouch, crawl, and balance. Must be able to lift and carry 10-25 lbs; reach at, above, or below shoulder height; grasp objects weighing 10-25 lbs; pull and push objects weighing 50 lbs.

*Mental Requirements:* The job requires the employee to read, write, perform clerical duties, comprehend and use perception, perform alphabetical and numerical filing/sorting, and perform basic math.

*Work Environment:* The job requires the employee be subjected to repetition, working alone, working around others and occasionally working remotely. The position subjects the incumbent to verbal contact with others, face-to-face contact, noise, inside and outside environments, and moving objects.

*Technology, Equipment, and Devices:* The job requires the employee to regularly operate and exhibit proficiency with computers and commonly used computer applications, library systems and databases, email and cloud environments, and social media. The job requires the employee to operate and troubleshoot various equipment including new consumer technology, prototyping tools, and advanced computer software. This position may require operation of a vehicle on behalf of the District.

*Expected Hours of Work:* The job requires employee to work a varied schedule, including days, evenings, and weekends. Position schedule is subject to change at any time at the discretion of management.

*Expected travel:* The job requires limited travel for training and conference activities.

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**Disclaimers:** The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to assign or reassign duties and responsibilities to this position at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Meridian Library District is an Equal Opportunity Employer. Hiring and employment practices are done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. In addition, preference in employment may be given to veterans who qualify under state and federal laws and regulations.

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