



**CITY OF AMES**  
invites applications for the position of:  
**Adult Services Library Assistant**

An Equal Opportunity Employer

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**SALARY:** \$24.49 - \$34.48 Hourly

**OPENING DATE:** 05/13/22

**CLOSING DATE:** 05/27/22 05:00 PM

**GENERAL INFORMATION:**

Ames Public Library is seeking an enthusiastic and innovative Library Assistant in the Adult Services Workgroup. The individual in this position works closely with colleagues to serve adults in the Ames community thoughtfully and compassionately. Strong communication skills and the ability to manage small-scale projects are essential. Library staff work with a philosophy of teamwork and trust, and are driven by the library's mission: We connect you to the world of ideas.

Ames Public Library is committed to creating a diverse, equitable and inclusive space that honors the inherent dignity of customers, staff and the community as a whole. All employees are expected to create and maintain an environment that recognizes and welcomes the individual identities and diverse perspectives of all people.

Under the direction of the Adult Services Manager provides support to develop, implement and evaluate library collections, services, programs and outreach activities. A Library Assistant provides direct customer service to the public, including reference, readers advisory, and technology assistance.

The Library Assistant works on development and implementation of program and outreach activities. This position contributes to the efficient and responsive daily operations of the Adult Services Division.

**Supplemental questions must be completed to be considered for this position.**

Our comprehensive benefits package can be viewed at: [City of Ames Benefits](#)

*Applications submitted for this position by the application deadline may be considered for other openings within this classification; for up to 12 months.*

*In order to be considered for this position, all applicants must submit their online application by the deadline listed on this posting. Your application includes complete responses to the supplemental questions. Please keep in mind that submission of a resume in lieu of work history on your application or answering the supplemental questions is not sufficient.*

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS:**

**EXAMPLES OF DUTIES:** Provides direct customer service in the Adult Services area; displays and markets materials effectively; presents programs, both within the library and through outreach, responsive to community needs and the library's mission; teaches information literacy skills through classes, tutorials, programs and individual instruction; performs other job duties as assigned.

**OTHER JOB FUNCTIONS:** Creates a welcoming, safe environment by ensuring building safety and security, reporting emergencies to the person-in-charge, and interpreting policies and procedures for the staff and public; advocates for library users to ensure a quality and equitable customer experience; stays up-to-date on library practices and trends; creates an environment that

is clean, welcoming, enjoyable and convenient to use; participates in special projects; assists customers in the use of library technology; works cooperatively with other library workgroups and staff members; participates in strategic planning; identifies appropriate information sources to meet customer needs; provides information in response to customer requests; provides reading recommendations based off customer interests; demonstrates knowledge of literature and media trends; pursues continuing education opportunities; continually updates knowledge of available resources and best practices; represents the library in the community.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement; inspiring creativity and innovation; being customer driven; making data-driven decisions; committing to diversity, equity and inclusion; championing employee involvement; striving for excellence; having fiscal stewardship; acting with honesty and integrity; exhibiting leadership; choosing a positive attitude; respecting one another; promoting safety and wellness; and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

## **QUALIFICATIONS:**

**Education and Experience:** Education and Experience: Bachelor's degree and at least 1 year of customer service experience required. An equivalent combination of education and experience will be considered.

**Knowledge, Abilities, and Skills:** Knowledge of computer applications including Microsoft Office; emerging technologies, trends and resources relevant to public library services; popular literature and media; basic research and reference source retrieval;

Skills in customer service; written and oral communication; using print and electronic resources; collaborative leadership; principles and practices of continuous improvement; critical thinking and decision making; creative problem solving.

Considerable ability to work independently and in a team environment; work with a sense of urgency, tact and a sense of humor; evaluate effectiveness of current practices and recommend improvements; initiate, implement and evaluate services and programs; be proactive in problem-solving and troubleshooting; assess and prioritize multiple tasks, projects and deadlines; tolerate ambiguity; develop and teach curriculum; handle challenging situations and people; motivate change; develop effective working relationships in the library, City of Ames, community and profession; demonstrate professionalism and positive attitude.

Preference may be given to applicants possessing qualifications above the minimum.

## **SUPPLEMENTAL INFORMATION:**

**Required Physical Activities:** Climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, repetitive motion.

**Physical Characteristics of Work:** The work involves sitting 40 percent of the time; sitting and using arm/leg controls 5 percent of the time; standing (but not walking) 30 percent of the time; standing and walking (including climbing stairs), twenty five percent of the time; routinely lifting objects under 10 pounds; occasionally lifting objects from 10 to 25 pounds, occasionally lifting objects from 25 to 50 pounds; infrequently lifting objects over 50 pounds, frequently pushing and pulling of carts from 25 to 50 pounds.

**Vision Requirements:** Minimum standards for use with those whose work deals largely with preparing and analyzing data, extensive reading, and the use of computer controls.

Environmental Conditions: The employee ordinarily works in an office environment. The employee may be exposed to weather conditions of snow or ice or to household chemicals. The employee works with the public and is expected to attend to hygiene and health emergencies.

**Selection Process:** The selection process consists of an evaluation of education and experience, review of fully completed supplemental questionnaire, a phone interview (depending on the number of candidates), an on-site interview including a panel interview and tour, and the successful completion of a criminal background check, which includes a sex offender registry check. All candidates will be notified by email of their application status.

Preference may be given to applicants possessing qualifications above the minimum.

Applications submitted for this position by the application deadline may be considered for other openings within this classification; for up to 12 months.

Depending on the number of qualified candidates, the City may forego phone interviews.

NOTE: Applicants with disabilities may submit requests for ADA testing or interview accommodations to the Human Resources Department prior to the test or interview.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

**Compensation Philosophy:**

The City of Ames has a compensation philosophy that the starting pay for our merit salary ranges establishes the salary for employees who meet minimum requirements of a position. The median of any merit salary range is for an employee who can reasonably meet all expectations of the position responsibilities without initial extensive training. In order for employees to have an opportunity to grow within their position, we may consider a candidate's education, experience, and skills above the minimum requirements when looking at a salary closer to or slightly above the median. The median for this position is \$29.48 per hour.

**E-Verify Process:**

The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at: <http://www.uscis.gov>.

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APPLICATIONS MUST BE FILED ONLINE AT:  
<http://www.cityofames.org/jobs>

Job #21-3113-03  
ADULT SERVICES LIBRARY ASSISTANT  
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OUR OFFICE IS LOCATED AT:  
515 Clark Ave  
Ames, IA 50010  
515-239-5199  
[hr@cityofames.org](mailto:hr@cityofames.org)

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**Adult Services Library Assistant Supplemental Questionnaire**

- \* 1. How does your past experience align with the Adult Services Library Assistant position at Ames Public Library? (300-500 words)

\* 2. Please tell us about your experience building relationships with and/or advocating for BIPOC and other marginalized populations. How will you use your experience and skills here at the library? (300-500 words)

\* Required Question