

Information & Engagement Assistant

Position description

Updated December 2025



GENERAL DESCRIPTION: Under the direction of the Head of Information & Engagement, the Information & Engagement Assistant supports Crown Point Community Library's mission of being a community center for lifelong discovery by aiding the Head of Information & Engagement. Information & Engagement Assistant duties require flexibility for a varied work schedule for seasonal outreach events and scheduled programming events.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides and models excellent customer service to all library patrons.
- Assists in to planning and conducting a variety of programs and activities to encourage the use of the library by adults including: films, concerts, reading clubs, speakers and performers, and other special events.
- Assist to supervise adult & teen volunteers; ensures compliance with library policies and procedures.
- Assist in preparations for internal programming and external outreach events.
- Assist in delivering library deposit collections in senior living settings.
- Assist in assembling and managing Book Club Kits.
- Regular public service duties include staffing service desks as coverage demands.
- Responds to inquiries and provides customer service, assistance, and instruction to library patrons.
- Assists in maintaining and cultivating contacts to advance library outreach opportunities.
- May work nights and weekends to support programming and outreach events.

ADDITIONAL EXAMPLES OF WORK PERFORMED:

- Assist to prepare public displays.
- Work at outdoor outreach events.
- Drive library van and operate library book bike.

GENERAL KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to plan, coordinate and complete self-directed work
- Highly organized and skilled with attention to details
- Ability to relate tactfully and courteously with the public and to maintain effective working relationships with other employees
- Strong written, verbal, and technological skills including Google suite
- Able to work collaboratively
- Able to communicate general library information for all ages to educate public about available library services at outreach events
- Positive, adaptable, forward-thinking, and willing to learn

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QUALIFICATIONS:

- Bachelor's Degree, required
- Prior programming experience is preferred
- Valid Driver's License

PHYSICAL DEMANDS:

The physical demands described here are representative of the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee may frequently perform these actions:

- Stand, walk, sit
- Use hands and fingers to handle books, paper, technology
- Lift and/or move up to 50 pounds, with assistance
- Assist in transporting and set up of outreach materials

APPLICATION PROCESS:

- Submit all materials including: cover letter, and Application for Employment found on crownpointlibrary.org in PDF format to hr@crownpointlibrary.org
- Provide three professional reference contacts upon request
- Incomplete applications may be discarded
- Position open until filled

SALARY:

5A, \$16.76/hour

15 hours/week