

Cleve J. Fredricksen Library

Job Description

Reference Assistant

Part time

Non-exempt

Updated: 11/10/2008; revised 10/14/2011

Job summary: Performs a variety of informational services to meet the needs of the customers in the library; works under the direct supervision of the reference services manager.

Essential Functions:

1. Assists reference services manager and library departments
2. Provides instruction of print and non-print resources
3. Provides friendly professional customer service to the public and staff which may include explaining to customers programs or filling display units
4. Assists customers and staff by analyzing inquiries, answering questions, identifying informational sources, recommending materials and instructing use of resources but refers to librarian if unable to locate information
5. Assists patrons and staff with all library equipment
6. Develops, plans and participates in outreach opportunities in conjunction with the reference department
7. Circulates throughout the library and assists customers as needed
8. Prepares instructional materials and trainings for the public and staff in conjunction with the reference department
9. Serves as librarian-in-charge as needed; responsibilities may include but are not limited to opening and closing activities, resolving customer complaints and directing patrons and staff in emergency situations
10. Assists the collection development committee by analyzing the current collection, assessing the needs, selecting, and purchasing materials in identified collection areas
11. Evaluates public materials donations
12. Supervises reference volunteers in the absence of the reference services manager or reference librarian
13. Reads professional literature
14. Attends staff, county and other professional meetings representing the library. Participates in and strengthens library and branch teams. Complies with continuing education requirements
15. Other projects and responsibilities may be added at the supervisor's discretion

Reference Assistant

Required Knowledge, Skills, and Abilities:

1. Ability to be self motivated, proactive, work independently and make decisions based on good business practices and library philosophy
2. Knowledge of standard reference sources in various formats
3. Knowledge of current and classic adult materials
4. Knowledge of principles and practices of reference and reader's advisory services
5. Knowledge of the principles and practices of collection development and maintenance
6. Knowledge of basic computer functions and software
7. Ability to supervise staff using effective business and motivational models
8. Excellent written and verbal communication skills

Education:

- Bachelor's degree with some library science preferred
- Previous customer service and supervisory experience preferred

Physical and Environmental Conditions:

Work regularly demands light physical effort in the handling of materials, boxes, carts, or equipment, as well as manual dexterity and visual acuity when working with a computer. Regularly lifts and carries books and materials weighing as much as 30 pounds; regularly pushes and pulls carts; regularly bends and reaches for books on top and bottom shelves; regularly uses repetitive movements and views small print when assisting patrons with searches on the computer. Work may require standing for extended periods of time.

The work environment involves everyday risks which require normal safety precautions typical of such places as offices, meeting rooms, and libraries, e.g., the safe use of work place practices with office equipment, avoidance of trips and falls, and observance of safety regulations.

This document describes the position currently available. It is not an employment contract. The Cleve J. Fredricksen Library and East Pennsboro Branch Library reserve the right to modify job duties or job descriptions at any time. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions of this job.