

# REFERENCE & READER SERVICES ASSISTANT, 16 HOUR

|                       |                             |                              |                                     |
|-----------------------|-----------------------------|------------------------------|-------------------------------------|
| DEPARTMENT:           | Reference & Reader Services | REPORTS TO:                  | Head of Reference & Reader Services |
| FSLA CODE:            | Non-exempt, part-time       | PAY GRADE:                   | B                                   |
| AVERAGE WEEKLY HOURS: | 16                          | AVERAGE PUBLIC-FACING HOURS: | 100%                                |
| SUPERVISES:           | None                        | LAST UPDATED:                | 1/2022                              |

## SUMMARY:

Under the direction of the Head of Reference and Reader Services performs a variety of tasks assisting the public and reference services staff.

## EXPECTATIONS:

- Provides consistent, gracious and friendly service to internal and external customers.
- Understands library policies and procedures, uses judgment in their application to the public, while safeguarding confidential and restricted information.
- Maintain awareness of overall library functions, projects and goals.

## ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

### Primary

- Regularly works at the Reference and Reader Services Desk.
- Answers basic reference and readers' advisory questions in person and by telephone. Refers complex questions to the appropriate librarian.
- Assists with collection maintenance projects as assigned.
- Assists with programs as assigned.
- Designs and produces promotional materials and displays as assigned.
- Instructs and assists patrons in the use of public computers, devices, digital and print resources

### Secondary

- Keeps informed of current general and job-specific information and trends at the local and regional library level.
- Collaborates with staff on committees, projects, and events as assigned.
- Participates in appropriate meetings, training, continuing education, and/or professional development as assigned.

- Performs other duties and projects as assigned.

## KNOWLEDGE, SKILLS, AND ABILITIES:

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- Ability to provide exceptional customer service?
- Ability to communicate effectively orally and in writing.
- Ability to empathize and relate to the needs of patrons and staff.
- Ability to follow written and verbal instructions.
- Ability to establish and maintain effective working relationships.
- Ability to remain calm and effective in difficult situations.
- Ability to exercise appropriate judgment and discretion.
- Ability to prioritize multiple tasks and follow through to completion.
- Ability to complete detailed work accurately, efficiently, and on time, with minimal supervision.
- Knowledge of department processes and procedures.
- Demonstrated ability to answer basic technology and reference questions.
- Ability to conduct a basic reference interview.
- Basic knowledge of adult fiction and nonfiction and popular materials.
- Ability to travel locally occasionally.
- Knowledge of PCs, Microsoft Office, and portable devices.
- Ability to use a variety of office equipment.
- Flexibility to adapt to changing situations and environments.
- Ability to bend, stoop, lift and carry up to 25 pounds. Ability to push fully loaded cart up to 100 pounds.
- Ability to work a variety of daytime, evening, and Saturday hours as well as mandatory workdays.

## QUALIFICATIONS AND EXPERIENCE

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- At least two years completed at a higher education institution with at least one-year demonstrated relevant experience.

## DISCLAIMER

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- The duties and responsibilities described are not a comprehensive list and that additional tasks may be assigned to the employee from time to time.
- The scope of the job may change as necessitated by business demands.