

JOB TITLE: Reference Assistant

GRADE: 2

DEFINITION

Responsible for assisting with reference and reader's advisory services, assists in collection development, and staffs the circulation desk as the schedule requires.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Assist patrons with research and reader's advisory questions, provide instruction on the use of library technology, databases, and catalog.
- Help select, evaluate, help catalog, promote, and help maintain well-rounded and diverse collections for adults as assigned and reviewed by the Library Director, Assistant Director, or Borrower Services Manager.
- Help create and maintain the webpages related to reference and adult services.
- Help maintain availability of historical records for public access.
- Publicize the library on social media, participate in outreach as needed, help create marketing and promotional materials for library services and events, help make the library and the circulation desk feel welcoming, help with item displays.
- Help prepare various reports, monitor materials budgets, write and manage grants, and perform special research projects as requested by the Director or Assistant Director.
- Assist with management of library collections as assigned and reviewed by the Library Director, Assistant Director, or Borrower Services Manager.
- Perform library circulation procedures as needed: check-in, check-out, sort books for shelving, take requests for reserve and interlibrary loan materials, notify patrons when requested materials are available, pull damaged material, register patrons and issue library cards, empty book drop, handle reservations and usage of museum passes and meeting room. Handle payment of lost materials, as well as fees, fines, and sales items. Answer the telephone and respond to questions or direct calls appropriately, check voicemails and respond to them. Help reply to the general library email to ensure patrons receive prompt replies.
- Provide coverage for other library desks and programs as needed.
- As needed, help develop, schedule, promote, and conduct programs and events based upon the needs and interests of the adults in the community.

- Attend appropriate meetings and trainings if needed.
- Oversee the opening and closing of the library building, resolve patron problems, and acts as Person in Charge of the library in the absence of the Library Director, Assistant Director, or any other member of staff at a higher grade or at the same grade with higher seniority.
- Work cooperatively with all staff; helps to provide feedback on library services, recommend policy changes, and develop solutions to problems.
- Perform other related job duties as necessary, including but not limited to other duties at lower grade levels.

SUPERVISION RECEIVED

Under general supervision, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. The supervisor provides additional, specific instruction for new, difficult, or unusual assignments. The employee refers unusual situations to the supervisor for advice and further instructions.

SUPERVISION EXERCISED

The employee, as a regular and continuing part of the job, may lead other workers in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by the group lead. The employee may provide training to new employees, those employees at the same or lower grade, and may oversee volunteers. The employee will act as Person in Charge in absence of the Library Director, Assistant Director, anyone at a higher grade, or anyone at the same grade with higher seniority.

JUDGMENT AND COMPLEXITY

The work consists of a variety of duties which follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline. The employee exercises extensive judgment and ingenuity to develop new or adapt existing methods and approaches for accomplishing objectives.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with co-workers and the public, involving frequent explanation, discussion or interpretation of practices, procedures, regulations, or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with hostile, uncooperative, or uninformed persons.

CONFIDENTIALITY

Employee has access to some confidential and sensitive information in the performance of their duties

EDUCATION AND EXPERIENCE

Associate's Degree preferred, High School diploma or equivalent required, and one to three years of related experience, or any equivalent combination of education, training, certification, and experience.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Successful candidate will have strong reference skills, knowledge of literature for adults and reference resources, and familiarity with library technology and applications. Knowledge of the principles and practices of a public, professional library, including circulation processes, technical services processes, and current trends in library services with knowledge and experience in automated library systems.

Abilities: Ability to work effectively with patrons and staff; supervise, train, and direct staff at a lower grade as well as volunteers; manage multiple detailed tasks through frequent interruptions; and resolve conflicts with tact and diplomacy; maintain harmonious working relationships; ability to pay attention to details. Ability to fairly and tactfully enforce library policies with patrons as required.

Skills: Organizational skills and great attention to detail, ability to problem solve, strong oral and written communication, computer skills, and can work independently.

WORK ENVIRONMENT

The majority of work is performed in an office setting typical to a Library.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills: The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills: Duties require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills: Visual demands require routinely reading documents for general understanding and analytical purposes, viewing a computer monitor, and scanning book labels on shelves.