
POSITION DESCRIPTION
GRANVILLE PUBLIC LIBRARY

An Equal Opportunity Employer

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Job Title: LIBRARY ASSISTANT - REFERENCE

Departments: Reference Department

Immediate Supervisors: Reference/Teen Librarian

Positions Supervised: None

JOB RESPONSIBILITIES:

Under general supervision, the Library Assistant provides customer service throughout the Library that includes: answering basic reference and directional questions, promoting library programs and services, and assisting with the planning and preparation for library programs and displays. This position may also assist with the evaluation and selection of adult and teen services, materials and displays, performing some basic collection development and/or weeding activities and performing programs in the absence of the Manager or as requested.

QUALIFICATIONS:

- High school diploma required. BA degree highly preferred.
- Work experience in a library is highly desirable.
- One (1) year of paid work experience performing advanced clerical duties in an environment characterized by frequent interruptions while serving the general public, or
- An equivalent combination of education and experience.

PHYSICAL DEMANDS:

Frequent standing, walking, climbing stairs, and lifting or pushing moderate to heavy items (6-20+ pounds).

An individual who poses a direct threat to the health and safety of himself/herself or others in the workplace will be deemed not qualified for this position.

Pay Grade: Non-Exempt [X] Exempt [] Admin. [] Prof. [] Exec. []

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KNOWLEDGE OF:	SKILLS AND ABILITIES TO:
<ul style="list-style-type: none"> • Basic library policies and procedures* • Dewey Decimal Classification system* • Library automation systems* • Reference procedures and resources* • Adult and teen programming and services* • Electronic and internet resources* • Available community resources* • Knowledge of adult and teen popular materials and classics • Knowledge of reader's advisory resources* • Common office equipment including personal computers, photocopying machines, multi-line telephone system • Computer software such as word processing programs • E-readers and tablets 	<ul style="list-style-type: none"> • Develop and maintain effective working relationships with supervisor, staff, and the public • Interact and respond appropriately to patrons of all ages • Present a positive and professional image to the public • Retrieve and manipulate data via computer • Operate personal computer and word processing software • Keyboard/terminal - extended time • Deal with difficult situations effectively • Work flexible hours including weekends and evenings • Work independently • Work in an open environment with frequent interruptions • Work on multiple tasks simultaneously • Communicate effectively in written and oral form • Develop and implement programs

* May be acquired within a reasonable time after hire

% of Time	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this position. Incumbents may perform any or all of the listed tasks. The percentage of time allocated to each group of duties is approximate.)
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50-75%

PUBLIC SERVICE

- * Answers telephones and greets in-person patrons
- * Provides reference service to patrons throughout the library, referring patrons to Managers only for difficult or in depth research assistance
- * Acts as a reader's advisor to patrons
- * Provides training in the use of electronic resources
- * Conducts on-line searches
- * Recommends and notifies patrons of upcoming programs and other library services
- * Uses on-line catalog to search for materials at patron request
- * Locates library materials for patrons

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- * Provides directional assistance
- * Monitors customer usage of library facilities and takes a proactive approach in preventing disruptive or unsafe behavior or conditions
- * Processes reserve requests for patrons
- * Provides miscellaneous community information (e.g., local events, travel directions, phone numbers)
- * Acts as a back-up at Check-out and Children's desks as assigned or as needed

20-40%

PROGRAMMING/COLLECTION DEVELOPMENT

- * Assists with the preparation of materials, coordination of speakers, set-up of displays and delivery of book talks and other adult and teen programs
- * Performs collection development activities for assigned areas of collection
- * Creates booklists to promote adult or teen collections as directed
- * Weeds assigned areas of collection
- * Conducts inventories of materials, equipment or supplies
- * Maintains knowledge of available materials in the reference collection

5-10%

MISCELLANEOUS

- * Maintains and increases knowledge and skills through attendance at meetings, conferences, training seminars and in-service training sessions
- * Attends meetings and serves on temporary committees, as requested
- * Maintains supplies for patrons and staff within the Reference and Teen Departments
- * Compiles, copies, sorts and files records and documents as required
- * Operates office machines such as photocopiers, voice mail systems, personal computers, fax machines, etc.
- * Performs library opening and closing routines according to procedure
- * Ensures the security of building at closing time
- * Reports building maintenance problems to janitor or supervisor
- * Reports equipment problems to supervisor
- * Maintains the organization and orderliness of department collections
- * Sorts, shelves, and cleans books, book shelves, and other materials
- * Reads spine labels ("shelf reads") throughout the Adult and Teen collections to identify misplaced items
- * Performs additional duties and assignments as required