

**Grandview Heights Public Library
Position Description**

Job Title: Reference Assistant
Classification: Support Staff III
Department: Reference Department
Pay Rate: \$12.00 per hour
Weekly Hours: 15-20 hours per week
Schedule (subject to change): Includes weekends, evenings and days
Schedule yet to be determined (when applying, please advise availability)

Reporting Relationships:
Reports to the Reference Department Manager

Duties & Responsibilities Include:

- Providing excellent service to patrons of all ages
- Providing guidance and instruction in the selection and use of library materials
- Providing basic to intermediate Reference service in person, by telephone, and via email
- Assisting patrons with Microsoft Office 2007 applications
- Assisting patrons in the use of equipment including, but not limited to, computers, eReaders, tablets, smartphones, copiers, microfilm reader-printer, and scanners
- Marketing materials through displays, bulletin boards, and booklists
- Some collection development
- Prepares bibliographies, suggested book lists, and pathfinders
- Presenting book talks to library and civic groups
- Recording Reference Statistics
- Ability to work independently
- Shelving materials
- Processing mail
- Carrying material to/from balcony

Education and Experience:

Required:

- Bachelor's degree
- Customer service experience
- Must have a valid Ohio driver's license and car insurance

Preferred:

- Strong customer service experience
- Comfortable with a variety of technology as listed under duties and responsibilities
- Experience working with varied age groups

Physical Requirements:

- Strength to bend, reach, push and lift 50 pounds
- Push a 400 pound cart
- Stand or sit for extended periods of time
- Negotiate stairway

Resumes received by November 21, 2014 will receive first priority.
Contact Wendy Greenwood, Reference and Technical Services Manager at 614-481-3776 or wgreenwood@ghpl.org Resumes received by November 21, 2014 will receive first priority.