

## **Grandview Heights Public Library**

### **Position Description**

<b>Job Title:</b>	Reference Assistant
<b>Classification:</b>	Support Staff III
<b>Department:</b>	Reference Department
<b>Pay Rate:</b>	\$12.00 per hour
<b>Benefits:</b>	Vacation, holiday, sick leave, OPERS (Ohio Public Employees Retirement System)
<b>Schedule:</b>	Part-time, an average of 20 hrs/week including day, evening, and weekend hours

**Purpose:** Provide Reference service, guidance, and instruction in the use of print materials, digital information, and the devices used to access them.

### **Reporting Relationships**

Reports to Reference Department Manager

### **Duties & Responsibilities**

- 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 applications in a Microsoft Windows environment
- Assisting patrons in the use of equipment including, but not limited to, computers, eReaders, tablets, smartphones, copiers, microfilm reader-printer, cash register, and scanners
- Marketing materials through displays, bulletin boards, and booklists
- Some collection development
- Preparing 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
- Occasionally assist in other departments

### **Skills, Education, and Experience**

#### **Required:**

- Comfortable working with Microsoft Office applications in a Microsoft Windows environment.
- Strong keyboarding skills.
- Customer service experience
- Excellent oral and written communication skills.
- Must have a valid Ohio driver's license and car insurance

#### **Preferred:**

- Bachelor's degree.
- 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.
- Loading and unloading book trucks and unloading the dumbwaiter.
- Push a 400 pound cart.
- Sit or stand for extended periods of time.
- Negotiate stairway.

This position description is not intended to be a complete list of all responsibilities, skills, or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of Grandview Heights Public Library.