

INFORMATION REFERENCE ASSISTANT

Pay Grade: based on experience

Hours: 1560 hours per year (30) hours a week as scheduled, may included Saturday, Sunday and or evening hours)
Additional substitute hours as needed
Part time position

Department: Information Department

Job Mission: To perform reference and other types of assistance to patrons

Job Requirements:

1. Be at least eighteen years of age, a high school graduate, associates degree or public library reference experience desirable
2. Ability to physically move in and around stacks
3. Ability to generally aid patrons with physical disabilities in obtaining Library materials and services
4. Ability to physically move books and audio-visual materials
5. Ability to deal with flexible hours, including evenings, Saturdays and Sundays
6. Ability to perform routine activities with office and computer equipment, including internet use, office computer programs, use of computer databases and normal computer usage maintenance
7. Ability to perform routine circulation and history departmental functions and programming duties if needed
7. Ability to provide a positive and friendly image to patrons
8. Ability to perform routine and assigned duties while being under either direct or indirect supervision
9. Ability to perform reference work in both print and electronic mediums
10. Ability to work with other staff members and the public in a structured environment

Job Description:

1. Perform general reference activities to include information, book and computer requests
2. General knowledge of Library print and electronic collections and how to use them for immediate and/or long term research
3. Answer incoming telephone calls and electronic requests for information
4. Perform limited shelving and arrangement of materials
5. Assist in maintaining patron behavior
7. Perform basic patron services on various automated Library systems
8. Physical opening and/or closing of the facility as needed
9. Assist circulation desk or local history desk if needed
10. Assist with teen or adult programming as needed
11. Attend appropriate departmental and library meetings as directed
12. Perform other departmental or Library duties as assigned

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