

L.E. PHILLIPS MEMORIAL PUBLIC LIBRARY
Job Description

DEPARTMENT: Library
TITLE: Assistant
DIVISION: Reference Services
REPORTS TO: Reference Services Manager
DATE: June 2021
STATUS: Nonexempt

SUMMARY

This position exists to provide direct in-person service to library customers at the public desk, while also serving customers over various electronic platforms. This position performs a wide variety of support related to information requests and referrals, programming support, collection development support and maintenance, and makerspace activities.

EDUCATION AND EXPERIENCE

- High school graduate or equivalent is required. Associates Degree, Bachelor's Degree or significant progress toward preferred.
- Experience in general computing, hardware, software, web applications, and MS products is required.
- Experience in or knowledge of genealogy and genealogy research methods is preferred.
- Customer service experience working in a library, museum or equivalent in public or human services preferred.

QUALIFICATIONS

The requirements listed below are representative of the qualities, knowledge, skill, and/or ability required to perform the essential functions of the job.

- Ability to establish and maintain positive working relationships with staff and the public.
- Working knowledge of library materials, services, and procedures.
- Ability to use computer and searching skills to access a wide variety of online resources relevant to the position.
- Possess a wide-ranging, general knowledge background.
- Proficiency in word processing skills, effective design skills, and knowledge of database software.
- Willingness to learn job-related software and web applications.
- Ability and initiative to work independently and efficiently with minimal direction.
- Supervisory knowledge.

ESSENTIAL FUNCTIONS

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

- Assists customers in locating and using library services and materials, including: using the library's computer catalog, website, and digital services; scheduling appointments, booking meeting rooms, placing holds in Sierra, and submitting interlibrary loan requests.

- Responsible for the unit in absence of Reference Services Manager, Reference and Digital Services Librarian, and Reference Services Coordinators.
- Answers ready reference, basic reference, and directional questions in-person, online via chat, email, regular mail, and over the phone.
- Contributes to a positive, team-oriented work environment by being helpful, respectful, and approachable to both staff and the public.
- Provides Reference Services and Dabble Box program support for Coordinators, Librarians, and Manager in developing, scheduling, and delivering those programs.
- Assists customers with self-service library equipment in Reference Service area and the Dabble Box Makerspace including: computer hardware and software, databases, workstation management software, printers, 3D printers, miscellaneous makerspace equipment, scanner, photocopier, fax machine, and the Internet.
- Refers customers to community and government agencies, organizations, and services.
- Provides assistance in support of collection development and maintenance activities.
- Performs support activities for maintenance of the library website and other electronic resources.
- Provides information on library programs and registers participants.
- Responsible for maintaining a safe, secure, and orderly public space within the library building and grounds.
- Files and maintains print reference services.
- Creates documents such as bibliographies, handouts, memos, letters, and mailing lists.
- Maintains prompt, predictable, and regular physical attendance.
- Coordinates communication with custodial staff.
- Creates physical displays and blog posts to market the library's services and collection.

NONESSENTIAL FUNCTIONS

The following are nonessential functions for this position. Other duties may be assigned.

- Serves on library committees.
- Attends work-related webinars and workshops.

WORK ENVIRONMENT/PHYSICAL DEMANDS

Work involves frequent lifting and carrying of up to 10 pounds. Occasional lifting, carrying, and/or moving materials of 11-50 pounds. Work varies between sedentary (sitting) with frequent walking and standing. Occasional bending, squatting, twisting, and reaching motions.

LANGUAGE SKILLS

Must be able to read, write, give, follow, and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and customers.

SUPERVISION/DIRECTION RECEIVED

- Reference Services Manager
- Reference and Digital Services Librarian
- Reference Services Coordinator

SUPERVISION/DIRECTION EXERCISED

- Pages, Reference Services

ACCEPTANCE STATEMENT

I have carefully read, understand and accept the job description, including the qualifications, requirements and physical demands, with or without reasonable accommodation, of this position at L.E. Phillips Memorial Public Library and, if employed, I certify that I can and will perform the essential and nonessential functions of the position. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and does not indicate a written or implied contract of employment.

Assistant, Reference Services

Date

Reference Services Manager

Date

Assistant Director

Date