



## **REFERENCE ASSISTANT**

A full or part time, non-exempt position responsible for reference, readers' advisory service, and technology assistance to all ages in their assigned department. Reports to the department director. Evening and weekend work required.

### **Primary Responsibilities**

- Works at the public service desk, performing reference and readers' advisory service
- Assists in the use of technology i.e.: computers, ereaders, phones, tablets, printers
- Places interlibrary loan requests
- May assist with collection development projects as assigned; creates displays as assigned
- Helps plan, implement, and evaluate educational and recreational programs
- Attends relevant meetings, classes, and training
- Performs other duties as assigned

### **Performance Expectations**

- Ability to conduct a successful reference interview
- Ability to perform responsible internet and database searching
- Knowledge of technology, including computers, software, and ereaders
- Working knowledge of literature in assigned department
- Excellent verbal and written communication skills with all ages, in English
- A friendly and approachable manner with the ability to calmly exercise tact and diplomacy in difficult situations
- Willingness to learn new skills and procedures; easily adaptable to change
- A team player who contributes to a positive work environment
- Ability to bend, stoop, lift, and carry

### **Qualifications**

- Minimum two years of college; Bachelor's Degree preferred
- Minimum one year of work experience in a customer focused environment; library experience preferred