

# Reference Assistant

## Position description

Revised 2015



**REPORTS TO:** Head of Reference Services

**JOB DETAILS:** Grade 5A, part-time hours, no benefits, background check required for employment.

**PURPOSE OF POSITION:** Under the direction of the Head of Reference Services, support Crown Point Community Library's mission of being a community center for lifelong discovery by providing excellent customer service in answering informational and reference questions, use of library computers, and adult programming.

### **QUALIFICATIONS:**

- Bachelor's degree is required.
- Prior relevant library experience is preferred.
- Ability to work with public effectively and in a positive manner.
- Excellent oral and written communication skills
- Strong computer skills, including Internet, standard office applications, and smart devices
- Experience in planning, promoting, implementing programs or activities for public groups
- Valid driver's license for occasional travel to Winfield Branch Library

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Responds to inquiries and provides customer service, assistance, and instruction to library patrons; interprets library rules, policies, and procedures to the public.
- Provide patron-focused reference and reader's advisory services for all ages using library catalog, Internet search engines, and subscription databases
- Provide technical support with public computers, e-readers, and tablets by troubleshooting user problems, assist with Interlibrary Loan services, and provide assistance with materials in the Indiana Room, historical or genealogical searches, and written genealogy questions
- Assist in creating displays for the Indiana Room
- Maintain the pamphlet file collection
- Assist with reference collection maintenance and provide instruction to patrons and tour groups in use of all library equipment and materials
- Assist with other projects or activities as needed
- Assist in other library departments or facilities as needed
- Working nights and weekends is required

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### **CRITICAL SKILLS AND ABILITIES:**

- Positive attitude and ability to collaborate effectively with team members
- Strong customer service and communication skills
- Strong computer and other technological skills
- Flexibility of schedule, nights and weekend shifts required
- Organizational skills and attention to detail
- Ability to think logically and follow directions

### **PREFERRED SKILLS:**

- Knowledge of library circulation systems, policies, procedures, and collections
- Ability to positively handle difficult situation with emotional intelligence and compassion

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of the essential functions of this job. To the extent required by law, reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

The employee may frequently perform these actions:

- Stand, walk, sit
- Use hands and fingers to handle books, paper, technology
- Lift and/or move up to 25 pounds

**SALARY:** Level 5A/\$14.75/Hour