

**Nevins Memorial Library
Job Description**

Job Title

Library Assistant - Reference Services

Position Overview

Under the general supervision of the Reference Services Department Head, the Library Assistant is responsible for delivering outstanding reference and readers' advisory services to library patrons. This includes assisting adults by locating library materials onsite, processing interlibrary loans, answering reference queries, and maintaining a clean and inviting public space within the Reference Department, including the shelves.

Desirable Characteristics

- Demonstrates awareness, sensitivity, and respect for the diverse ages, cultures, and backgrounds within the community.
- Enjoys working with adults 18 years of age and older.
- Ability to multitask, prioritize among tasks, and maintain calm and composure in a busy environment.
- Strong customer service orientation, communication, and time-management skills.
- Strong work ethic.
- Willingness to adapt to changing technologies, policies, and patron needs. Flexibility in handling various tasks and assignments as they arise.
- Ability to work independently to complete tasks.
- Ability to work well with other library staff and contribute to a cooperative team environment.

General Duties

- Perform the routine procedures needed to open and close the Reference Department.
- Provide in person, phone and email reference and reader's advisory services using the Internet, in-house materials, and state-provided online databases. Training will be provided.
- Assist patrons and provide guidance on using the library catalog, databases, and other research tools.
- Assist patrons with using computers, printers, scanners, and other library equipment.

- Perform minimal troubleshooting of computer issues with patrons including but not limited to use of Microsoft applications, email, and Internet.
- Process interlibrary loan. Training will be provided.
- Support librarians in developing and implementing or presenting programs for adults.
- Sort book carts and shelve books when needed. Participate in inventory and shelf reading all sections of the Reference Department.
- Perform some library circulation duties: place patron requests for library materials; accept payment to clear debts and charges for lost or damaged Reference materials; process hold requests for Reference materials; and occasionally, check in and check out reference materials.
- Maintain displays of reference materials to include e.g., straightening materials on shelves and displaying books on shelves.
- Attend training sessions, workshops, meeting, and conferences related to library, reference services, and information science.
- Contribute to a positive and collaborative work environment.
- Collaborate with other library staff on special projects and events.
- Participate in library outreach activities and programs to promote reference services, as needed.
- Perform other duties as designated by the Reference Services Department Head.

Equipment/Technical Skills

- General knowledge and ability to operate office equipment such as photocopiers/printers, scanner, fax, and telephone system.
- General knowledge and ability to operate computers, including the ability to navigate general computer software (Microsoft Office 365, Google Workspace, Microfilm and Microfiche Reader) and the Internet.
- Knowledge of or familiarity with navigating library catalogs online, library ILS and/or computer reservation systems valuable.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

- **Manual Dexterity:** Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination. Examples may include keyboard input, turning book pages, passing out paper library materials, and retrieving library materials for patrons.

- **Visual/Auditory:** Vision requirements include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. The employee must have the auditory ability to listen and comprehend.
- **Language Skills:** Language requirements include the ability to read and interpret documents, such as library and patron correspondence, and the ability to speak and communicate effectively with small and large groups of patrons or employees.
- **Physical Activity:** The work requires some agility and physical strength (such as lifting library books and programming materials) and may require lifting up to 40 lbs., and pushing and pulling heavy objects (such as library book carts up to 200 lbs.). The employee may be required to remain in a stationary position (sitting or standing) for long periods of time. Move to lead the audience during high-energy library programs, and follow the flow of children during library programs. Positions self to retrieve library materials on high and low library shelves (may include - stooping, bending, kneeling, crawling, jumping).

NOTE: *This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer, as the needs to the employer and requirements of the job change.*

The Nevins Library is an equal opportunity employer, committed to creating a diverse and inclusive company culture, and our team does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law.



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