

Library Assistant II - Adult Reference

Reports to: Head of Adult Services

Job Summary

Under general supervision, performs public service and customer service work, assisting library patrons directly or indirectly.

Job Responsibilities

1. Assist library patrons with ready reference and routine readers advisory service, bibliographic instruction, database searching, and local history requests
2. Assist with adult collection development, including checking in materials, collection maintenance, weeding
3. Request and process interlibrary loan materials and maintain interlibrary loan files and assist with library program setup/clean up and staffing
4. Organize special displays and distribute public relations flyers, brochures, and other promotional and informational materials
5. Assists with special projects as assigned

Essential Functions

1. Ability to effectively present information and respond accurately to questions from patrons
2. Ability to incorporate new resources, services, technology, and other library offerings into responses to patron requests for information or assistance
3. Ability to work independently, organize and prioritize work, respond to varied and changing work demands, and make decisions as required
4. Ability to work at peak efficiency cooperatively with other departments to provide a constant flow of materials available to the public
5. Ability to operate library business machines, which may require knowledge of databases and search methods
6. Ability to use computer software and manage computerized files, including MS Office
7. Proficient in current technology applications and devices.
8. Demonstrate good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, peers, and supervisors.
9. Demonstrate willingness to maintain skills & responsibilities in above-mentioned areas through active participation in appropriate continuing education activities.

Preferred Qualifications/Qualities

1. Ability to set priorities in order to meet assignment deadlines
2. Comprehend and effectively follow instructions from supervisor in verbal and written form
3. Demonstrate flexibility in work areas and tasks in order to optimize customer service for library patrons
4. Effectively and respectfully communicate ideas and information in a team environment

Preferred Experience, background and requirements

1. Bachelor's degree or equivalent
2. General office experience
3. Previous library experience
4. Successful completion of background check

Environmental/Working Conditions

1. Varying work hours including evening and weekend hours as scheduled by the Head of Adult Services
2. Inside work environment

Physical Demands of Position

1. Ability to work in confined spaces
2. Bending, twisting, and reaching
3. Far vision at 20 feet or further, near vision at 20 inches or less.
4. Keyboarding, writing, filing, sorting, shelving, and processing.
5. Handling: processing, picking up and shelving books.
6. Lifting and carrying: 50 pounds.
7. Mobility: travel to meetings outside the library.
8. Pushing and pulling: objects weighing 60-80 pounds on wheels.
9. Sitting, standing, walking, climbing, and stooping.
10. Talking and hearing; use of the telephone.

Last updated: November 2017