

Job Title: Reference Assistant

Purpose of the position: assist the Teen & Adult Services Department with staffing the reference desk and assisting customers with their information needs

Location: Teen & Adult Services Department

Key Responsibilities:

- Staff the reference desk
- Assist customers with reader's advisory
- Assist customers with basic computer questions
- Answer ready reference questions
- Answer questions received by phone or online
- Assist with Summer and/or Winter Reading initiatives
- Various other daily tasks and needs

Reports to: Department Head

Length of Appointment: 6 months (renewable)

Time Commitment: 2 to 4 hours per week

Qualifications Required:

- MLS from an accredited university
- Friendly and sociable personality
- Ability to work independently as well as with others
- Ability to work well with staff and Library customers simultaneously
- Ability to multi-task in a fast paced environment
- Ability to reach, bend, stoop, and lift from standing, sitting, and kneeling positions
- Experience working at a reference desk preferred

Support Provided: Training by Teen & Adult Services staff

Age Requirement: 18 years or older

Benefits: Gain reference experience, continue to build reader's advisory knowledge, and continue to develop customer service skills; work with friendly and supportive staff; meet new people; contribute to the community; check out new books, movies, & magazines