

JOB TITLE: Reference Services Assistant

DEPARTMENT: Adult Services

CLASSIFICATION: Group 6

STATUS: Non-exempt

GENERAL STATEMENT:

Under the supervision of the Head of Adult Services, the Reference Services Assistant is responsible for providing basic reference services. The work involves staffing the Reference Services desk, providing library instruction to patrons, and providing support for departmental services and activities. This person deals responsibly with patron problems and emergencies to maintain a safe and pleasant environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Understands and practices the Values of the Des Plaines Public Library.
2. Provides uniformly gracious and friendly service to all.
3. Understands and enforces the library's policies and procedures, while safeguarding confidential and restricted information.
4. Answers basic reference questions in person, by telephone, via email and online and knows when it is appropriate to refer questions to a reference librarian.
5. Attends appropriate meetings, workshops, and conferences.
6. Oversees the work of the pages, technology pages, and volunteers.
7. Instructs and assists patrons in the use of electronic and print resources.
8. Performs a variety of clerical tasks.
9. Selects material for the collection and participates in collection evaluation and maintenance.
10. Promotes and markets the library's adult collections.
11. May arrange or create and present library programs both in house and in the community.
12. May write reports, grants, and compile statistics as assigned.
13. May represent the library at community organizations.
14. May assist at other public services desks.
15. Maintains neatness of public areas including floors, desks, counters, shelves, tables, and personal space.
16. Performs other duties as assigned.

#### MINIMUM QUALIFICATIONS:

1. Bachelor's Degree
2. One year of reference service experience.
3. Available to work evenings and weekends.

Or

1. L.T. A.
2. Three years of reference service experience.
3. Available to work evenings and weekends.

#### KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to perform excellent customer service and to communicate general library policies and procedures to the public.
2. Ability to establish and maintain effective work relationships with staff and patrons.
3. Ability to work as a member of a team.
4. Ability to remain calm in difficult situations.
5. Skill in spoken and written communication.
6. Ability to work independently.
7. Ability to conduct a patron interview and to provide an accurate response in a timely manner.
8. Ability to handle multiple and simultaneous tasks.
9. Basic knowledge of literature, popular materials, nonfiction, and reference materials in a variety of formats.
10. Ability to answer basic reference questions using print, online, and electronic resources.
11. Knowledge and skill in the use of appropriate technology.
12. Willingness to learn new skills.

#### TOOLS/EQUIPMENT USED:

A variety of office machines, computers, and library equipment.

#### PHYSICAL DEMANDS/WORK ENVIRONMENT:

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 essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger; handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift up to 25 pounds. The employee must transport/move up to 100 pounds of library materials from one library location to another. Specific vision abilities required by this job include close vision and the ability to adjust focus.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

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