



TINLEY PARK public library

POSITION DESCRIPTION: Reference Assistant

STATUS: Part-time Non-exempt

GRADE: D

DEFINITION: A position responsible for providing reference and technology assistance. Supervised by the Adult Services Manager. This position does not have supervisory responsibilities.

- Conducts themselves in a manner aligned with the Library's Mission, Vision, and Values
- Provides consistent, gracious, and friendly service to Library patrons and fellow staff
- Understands and complies with the Library's policies and procedures while safeguarding confidentiality and restricted information
- Exhibits a willingness to go above and beyond the call of duty to meet patrons' requests and to promote a positive image of the Library throughout the community
- Actively pursues opportunities to increase knowledge of related current technology and library trends
- Will promote safety among co-workers and ensure that good communications on all risk and safety matters are achieved
- Will obey and adhere to all safety rules and established work practices
- Will promptly report to their immediate supervisor all unsafe actions, practices, or conditions they observe
- Will attend at least one safety training class per year
- Performs other duties as assigned

DUTIES AND RESPONSIBILITIES:

Service Responsibilities:

- Provide research and readers' advisory assistance, technology support, proctor exams, and follow library policies/procedures at the Adult Reference desk.
- Assist patrons in using library resources on their personal devices
- Encourage use of library collection through displays on a rotating basis; prepares bibliographies, as assigned
- Consults with Adult Services librarians to provide thoroughness when filling requests

Operations:

- Assist with day-to-day operations of the Adult Services Department
- Maintains order and cleanliness to department and patron areas
- Attends scheduled staff meetings, and reference-related workshops and continuing education classes, as assigned

Program Responsibilities:

- Participate in program initiatives by teaching technology or database classes



NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of reference tools and library reference materials
- Knowledge of and experience with computers
- Ability to work well with the public and staff
- Ability to work well as a member of a reference team and recognize the need for referral
- Ability to exercise initiative and to make independent decisions
- Ability to work in a professional and courteous manner
- Knowledge of information systems
- Ability to bend, stoop, and lift up to 25 pounds
- Ability to push a cart loaded with books and other materials weighing up to 100 pounds
- Ability to read, write, and speak English

QUALIFICATIONS:

- Bachelor's degree
- Two years customer service work experience
- Willing to work evenings and weekends
- Public library experience preferred

Approved	6/98
Revised	8/06, 4/08, 5/11, 9/12, 5/13, 12/18, 5/21, 8/21, 9/23, 5/24