**Job Description**

Position Title: Library Assistant

Classification: 6

Supervisor Title: Reference Assistant Manager

FLSA Status: Non-Exempt

## REQUIREMENTS FOR ALL EMPLOYEES

1. Ability to work pleasantly and effectively with staff, patrons, supervisor and others.
2. Ability to work accurately in a changing and varied environment, and with frequent interruptions.
3. Ability to communicate clearly.
4. Ability to use various technologies to complete work.
5. Ability to follow library policies and procedures.
6. Ability to work independently and productively.
7. Ability to understand, practice and demonstrate the library’s Standards of Excellence for Public Service.

## POSITION SUMMARY

Under the supervision of the Reference Assistant Manager, this employee is responsible for providing customer service at the Reference desk, assists in delivering programs and maintaining departmental procedures and policies. Specific responsibilities will be assigned by supervisor on the basis of experience, skills, and specific needs of the department and number of hours worked.

## REQUIREMENTS FOR THIS POSITION

1. Proficiency with a variety of technology including Windows and IOS platforms, Microsoft Office and mobile devices.
2. Excellent organizational and customer service skills.
3. Ability to perform information searches and demonstrate proficiency in job-related software.

## EDUCATION/EXPERIENCE REQUIRED

1. Bachelor’s degree or equivalent knowledge and skill in area(s) related to the   
   responsibilities of this position.
2. Minimum one year customer service experience.
3. Knowledge of eBooks and reference resources.

## ESSENTIAL FUNCTIONS

1. Provides reference services to patrons at the public service desk.
2. Assists in delivering technology classes and programs to meet community needs.
3. Assists in providing technology and equipment assistance to patrons.
4. Participates in relevant training, continuing education and/or professional development.
5. Performs other duties as assigned.

## PHYSICAL REQUIREMENTS

1. Frequent sitting, some walking.
2. Lifting 35 lbs., bending, stooping, climbing, pushing, pulling up to 75 lbs., reaching, handling, and fine manipulation skills.
3. Vision for near and far.