

**Warren Library Association
Position Description**

DEPARTMENT: Reference and Adult Services

POSITION TITLE: Adult Services and Reference Assistant

SUMMARY: This is a public service position, responsible for implementing adult programs and basic reference tasks.

QUALIFICATIONS: High school diploma or its equivalent. Bachelor's degree preferred.

KNOWLEDGE, SKILLS, AND ABILITIES: Excellent customer service skills; Enthusiastic learner: Willing to try new things and learn new skills; Basic technology knowledge: phone, internet, Microsoft, email; Ability to work in a team or independently; Ability to communicate effectively during face-to-face, written, or oral interactions; Ability to learn basic reference methods and practices; Enjoys working closely with others; Passion for engaging the community in a positive way.

REPORTS TO: Reference and Adult Services Librarian

HOURS: Part-time position, incorporating days, evenings, and Saturdays.

RESPONSIBILITIES:

1. Assist the department head as needed with special projects and bibliographic instruction.
2. Participate in appropriate continuing education opportunities as required.
3. Cover the reference desk and answer reference questions as needed.
4. Lead and/or participate in Adult programs as needed.
5. Assist department head with Reader Advisory displays and promotions.
6. Assist patrons with any questions about programs or any other services offered by the Adult Services and Reference department.
7. Set up materials for Adult programs as needed.
8. Create a safe and welcoming space for all patrons that participate in Adult Services and Reference activities.
9. Assist the department head with any other issues as needed.
10. Assist other Reference and Adult Services employees as needed.
11. Maintain the confidentiality of all library patron transactions as per state law.
12. Work with the Administration to effectively market the Adult programs of the library.
13. Follow the opening and closing procedures of the Reference Room as needed.
14. Meet weekly with the department head to discuss programs and other Reference and Adult Services issues.
15. Attend programming and marketing meetings as scheduled.

16. Report to the department head for approval for program ideas, marketing, scheduling, and supplies.
17. Work with the department team on any reference questions or projects.
18. Work effectively as a team member sharing space and equipment to provide fast and effective service.
19. Participate in outreach events as needed.
20. Research and present new program and marketing ideas for the department.
21. Work as a team member to update the department team on upcoming Reference and Adult Services projects.

CONDITIONS OF EMPLOYMENT:

- A. The selected candidate will be pre-employment required to obtain, at their own expense, 3 forms of clearance, including PA State Police Criminal History Record Check; PA Child Abuse history; and FBI Criminal History Background Check including finger printing. If all clearances pass, the library will reimburse your fees after 6 months of employment.
- B. Must possess a valid driver's license and have access to a vehicle.
- C. Working Conditions and Physical Demands: The physical demands described below are representative of those that must be met in order to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - a. While performing the duties and responsibilities of this position, the employee is regularly required to speak and hear at a conversational level, use hands to handle objects, stand or sit for long periods of time, lift and/or move up to 10 pounds, reach, stoop, kneel or crouch. The employee is frequently required to lift and/or move up to 25 pounds and traverse stairs. Occasionally, the employee is required to lift and/or move up to 30 pounds.

Disclaimers

Job description statements are intended to describe the general nature and level of work being performed by employee assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.