

Loutit District Library

Job Description

Job Title: Library Assistant II – Reference and Information

Reports to: Head of Reference and Information

Job Summary:

The position of Library Assistant II – Reference and Information is a paraprofessional position. Under the supervision of the Head of Reference and Information, this position provides reference and reader's advisory services, maintains designated collection areas, promotes collections through displays, supports programming, and champions customer service.

Primary Responsibilities:

- Provides reference and reader's advisory service via in-person, virtual, and phone transactions. Assists with circulation of library materials.
- Responsible for selecting and deselecting designated areas of the department collection, including collection maintenance. Utilizes professional publications and online reviews for the selection of materials.
- Assists patrons with one-on-one instruction related to digital services, devices, and downloads.
- Assists in creating, planning, and implementing programs in partnership with library staff.
- Prepares and maintains book displays to highlight library materials, programs, and services.
- Assists patrons in the use of technical equipment, including: computers, mobile devices, scanners, external drives, and printers according to library policy.
- Assists patrons with print, copy, and fax transactions.
- Gathers, compiles, and interprets data related to library resources and operations.

Secondary Responsibilities:

- Assists in developing collaborations between community organizations and the library as assigned.
- Assists with staff and/or volunteer training as assigned.
- Reads library journals and publications for professional development.
- Participates in staff meetings, library committees, and trainings.
- May attend local, regional, and state workshops and conferences.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities:

- Strong customer service skills, patience, and the ability to work with patrons with varying levels of ability.
- Familiarity with public library principles and practices. Ability to learn and apply local library policies.
- Knowledge of the Internet, computers, web-based email products, popular mobile applications, search engines, and peripherals.
- Flexibility to embrace changing technologies to meet the needs of a diverse community with varying abilities.
- Proficiency with Microsoft Office and Google Suite, as well as popular digital services and devices.
- Organizational ability to set goals, meet deadlines, and work independently with a high attention to detail.
- Ability to express ideas clearly and effectively to individuals and groups through verbal, written, and visual communication.

Requirements:

- Bachelor's degree from an accredited college or university. Alternative to traditional educational attainment would be three or more years of experience in customer or public service.

- Public library or customer service experience is highly desired.
- Visual acuity necessary to view, enter, and access information on a computer screen and written materials with or without accommodation.
- Flexible schedule including evenings and weekends.

Working Conditions:

- Climate-controlled building. May work off campus in a variety of environments.
- Fast-paced library setting with distractions.
- Ability to work harmoniously with other library employees and patrons.
- Supports an equitable, safe, diverse, and inclusive workplace.

Reporting Relationship:

Reports to Head of Reference and Information. In absence of that person, reports to the Person in Charge.

The above is intended to describe the primary responsibilities, the secondary responsibilities, and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

Approvals:

Executive Director	Date approved	Date reviewed

District Library Board	Date approved	Date reviewed