Library Assistant II
Reference Assistant

NATURE OF WORK
This is a responsible and varied para-professional work at the Cumberland Public Library.

An employee in this class performs a variety of clerical and para-professional duties requiring familiarity with library resources, practices and procedures. Work is performed under the supervision of the Reference Services Coordinator.

ILLUSTRATIVE EXAMPLES OF WORK
Responsibilities and tasks listed are intended to be representative and may not be inclusive. Personnel are required to perform related tasks and duties as required.

- Provides reference and reader’s advisory services for primarily adults and young adults, with special concentration given to research, homework and assistance with technology.
  - This includes assisting patrons (in person, over the telephone, mail, text-a-librarian and e-mail) in locating information and/or materials to meet their specific needs. Service is provided through the use of published reference materials, periodicals, online databases, the internet, indexes, bibliographies, and the circulating collections.
- Instructs patrons in the use of public access computers, printers, scanners and copy machines. Aids patrons in locating materials and faxing documents, using eReaders/Overdrive and offers interlibrary loan or help in placing holds or other library services.
- Assists the Reference Librarian with material order tasks.
- Develops a variety of bibliographic materials and displays
- Assists with adult program planning and implementation.
- Compiles data for monthly Reference Department statistics.

KNOWLEDGE, SKILLS AND ABILITY

- Some knowledge of library practices, techniques and materials
- Extensive knowledge of computers and handheld devices.
- Familiarity with books and literature
- Ability to quickly identify specific patron needs and match them with the appropriate resources
- Good communication and customer service skills; ability to interact well with public; tact and courtesy in dealing with others.
- Ability to establish and maintain effective working relationships with other employees.
- Ideal candidate would have experience in MS Office and Millennium.
- Good typing, filing and spelling skills
- Comfort with the rapidly evolving world of technology.
- Willingness to learn and enforce library policies
- Ability to follow written and oral instruction and to work independently.
- Willingness to learn new skills.
QUALIFICATIONS

Bachelor’s degree, or courses in Library Science or 2 years library experience or an equivalent combination of education and experience that demonstrates possession of the required knowledge, skills and abilities.