

Library Assistant II Reference Services

NATURE OF WORK

This is responsible and varied para-professional work at the Cumberland Public Library.

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

ILLUSTRATIVE EXAMPLES OF WORK

1. Answers basic reference questions and provides reader's advisory to library patrons. Refers problem queries to the librarians.
2. Assists patrons by locating materials, faxing documents and offering interlibrary loans or placing system-wide holds for patrons.
3. Instructs individuals and groups, both formally and informally, in the use of the library's online databases, its on-line computer catalog, personal computers, digital devices, downloadable digital materials, basic reference tools, Internet and e-mail usage.
4. Explains and enforces library policies.
5. Assists in the planning, preparation for and provision of educational, informational and recreational programs and services offered through the Reference Department, as needed.
6. Conducts bibliographic searches, prepares booklists, requests book discussion books, and performs data entry, as needed.
7. Prepares and sends press releases, program flyers, lists, notices, and other correspondence, as needed.
8. Creates and maintains book display, as needed.
9. Related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Some knowledge of library practices, techniques and materials. Familiarity with books, literature, various formats available for materials, and Web resources.

Ability to identify specific patrons needs and match them with the appropriate resources.

Excellent computer, digital device, data entry, spelling, shelving and filing skills.

Ability to communicate effectively and to maintain good working relationships with staff and public.

Willingness to learn and enforce library policies.

Ability to follow written and oral instruction and to work independently.

Ability to direct and guide others.

Experience with computers, computer equipment, computer programs, the Internet, databases and digital devices.

QUALIFICATIONS

Bachelor's degree, 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.