



C.A. Friday Memorial Library Job Description

Position Title: Information & Reference Assistant	Department: Library
Reports To: Reference and Information Coordinator	FLSA Code: Non-exempt

Position Summary: The position of the Information & Reference Assistant is responsible for providing reference, reader advisory, and circulation services to the public, ensuring a positive customer experience. Additional responsibilities include promoting library services and programs, assisting with curating library collections, and managing day-to-day administrative functions as assigned.

<p>Essential Functions: These functions will comprise approximately 70-100% of your time on an average work day, but may fluctuate as business needs change.</p> <ul style="list-style-type: none"> ➤ Provide an outstanding customer experience to people of all ages and backgrounds by staffing the library’s public service desk. Recommend library materials to customers and refer them to various services, collections, and areas of the library. ➤ Assist library customers who want to borrow, return, renew or place requests for materials. Instruct and guide customers on how to use library services and equipment. ➤ Provide information to the public using a variety of sources, formats, technologies, and equipment. Provide instruction to the public in the use of library resources, including an overview of library policies and procedures. ➤ Assist customers with library-related financial transactions. ➤ Assist customers in utilizing all available technology within the library. ➤ Assist with displays and promotional materials for special events at the Library and in the community. ➤ Assist with selection the selection of materials, technology, and services within budget and collection policies. Analyze circulation trends; withdraw worn, dated and/or damaged materials from the collection as assigned. ➤ Assist with generating library reports and compiling statistical data that will be used to inform library decisions and collection development. ➤ Maintain professional growth and development through a variety of activities, which may include continuing education courses, seminars, conferences, and participation in professional organizations. ➤ Use diplomacy and tact to establish and maintain positive relationships within the library, city, and outside organizations. ➤ Acknowledge complaints and problems, and resolve them within areas of authority. ➤ Support circulation services in all capacities as needed or required.

Other Responsibilities: These functions will comprise up to 25% of your time.
➤ Help train less experienced staff.
➤ Assist with maintaining office and library supply inventory.
➤ Prepare photocopies and mailings.
➤ Serve as a resources person to other staff at public service sites.
➤ Perform other duties as assigned.

The City of New Richmond and Friday Memorial Library Board of Trustees has reviewed this job description to ensure that essential functions and other responsibilities have been included. It is not intended to serve as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate and as business needs change.

Knowledge: Strong command of the English language including spelling, grammar, sentence construction, punctuation and reading comprehension. Knowledge of basic mathematics. Knowledge of how to locate, retrieve and file materials in various parts of a public library. Knowledge of personal computer operations, including internet use, social media and Microsoft Office.

Skills & Abilities: High level of skill in using state-of-the-art library technology and equipment. Skill in typing at a rate of 30 net words per minute. Skill in creating, organizing, maintaining, and updating electronic and manual files and records. Skill in providing customer service, including instructing people on how to use the library and equipment. Skill in detail oriented tasks. Ability to respect and maintain customer privacy. Ability to use strong visionary skills to further the mission of the library. Ability to work independently and to exercise discretion in the absence of specific instructions. Ability to work evening and weekend hours as scheduled. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

General Core Competencies: Communication, Cooperation and Teamwork, Commitment to Quality, Customer Service, Professionalism, Critical Thinking and Problem Solving.

- **Communication** – Uses communication styles and methods effective for the situation and audience.
- **Cooperation and Teamwork** – Works effectively with diverse teams to achieve collective goals.
- **Commitment to Quality** – Improves work practices to achieve desired results.
- **Customer Service** – Ability to respond to our clients and anticipate their needs.
- **Professionalism** – Meets or exceeds workplace guidelines, standards and specifications.
- **Critical Thinking and Problem Solving** – Demonstrates the ability to make decisions, identify, analyze and solve problems, and take action as appropriate.

Position Evaluation Factors:

Organization Contacts: Library customers, library staff, City of New Richmond staff, partner and stakeholder groups, Friends of the Library, and the Library Board.

Education and Experience: Minimum requirement of completion of an Associate's degree in a related field plus one (1) year of customer service experience; OR an equivalent combination of education and experience in a related library customer service position to equal two or more years. Education and/or experience must demonstrate possession of the knowledge, skills, and abilities listed above.

Physical Requirements: This position consistently requires the ability to retrieve and replace materials on shelves at various heights. Position frequently requires walking, bending at the waist, twisting the upper body, reaching, talking, hearing and the ability to adjust vision as needed. Occasional sitting, lifting and carrying up to 25 pounds, climbing, balancing, and crawling. Some pushing of up to 75-100 pounds, kneeling and crawling.

Working Conditions: Work is performed indoors, and includes consistent customer contact. The incumbent will work independently and as a part of a team. Work schedule is variable and includes daytime, evening and weekend hours. Occasional exposure to heights, heat, cold, temperature changes, noise, odors and dust. May work outside on an occasional basis.