

## **Cyrenius H. Booth Library Newtown, CT Reference Assistant, Part-Time**

### **POSITION SUMMARY:**

The Part-Time Reference Assistant is responsible for assuring high patron satisfaction with all aspects of Reference Services in cooperation with other departments and in accordance with current library policies and procedures, the library's mission, and Strategic Plan. Areas of responsibility include services and collections of the Reference Department and bringing library services to institutions and agencies serving people seeking information, technological assistance, and using the adult nonfiction collections. Weekend and evening rotations will be included.

**QUALIFICATIONS:** 4-year college degree or equivalent

### **STATUS:**

- Part-Time (5-10 hours/week).
- May be eligible for some benefits depending on regularly scheduled hours.

### **SUPERVISION:**

- Reports to Head of Reference.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

- Answers reference questions in various formats.
- Provides services in a timely, sensitive, and confidential manner, consistent with a high level of customer service.
- Instructs library patrons in use of resources including public computers, online catalogs, databases, and downloadable resources.
- Helps patrons download materials to various mobile devices, and troubleshoots computer and printer issues.
- Ability to assist users with public computers, faxing, and photocopier
- Develops advertising material to publicize programs and services of the library.
- Demonstrates good judgment in the interpretation of library and departmental policies.

### **ADDITIONAL DUTIES AND RESPONSIBILITIES:**

- Assists the Head of Reference with services.
- Prepares and assists with adult library programs and publicity
- Develop outreach and marketing content for library programs and services. Collaborate with other staff members as to distribution.
- Occasional other duties as assigned by Head of Reference or Library Director.

### **REQUIRED SKILLS/ABILITIES:**

- Ability to learn and implement library services and programs.
- Strong oral and written communications skills.
- Ability to communicate and interact effectively and courteously with library personnel and patrons.
- Ability to understand and implement library policies, procedures and rules.

- Critical thinking skills with the ability to draw conclusions or approaches to problems to implement solutions; ability to foster relationships and deal effectively with employees and the general public.
- Ability to work independently and as a team
- Ability to learn and utilize effectively library systems and technologies in the performance of duties.
- Understanding of basic principles of library organization and procedures.
- Previous public library experience and/or undergraduate library degree / credential is strongly desired.
- Knowledge of how to best assist a variety of persons with using information technology: personal computers, e-readers, smartphones & tablet apps, the Internet, social media and downloadable and streaming media and platforms.

**COMPENSATION:** \$20.50 per hour

**PROBATIONARY PERIOD:** 3 months.