



**Niles Public  
Library District**

## **Job Description**

Job Title: Assistant—Reference Services  
Department: Reference and Outreach Services  
Reports To: Reference and Outreach Services Supervisor  
Classification: Grade 5  
Status: Non-exempt

### **JOB SUMMARY**

Under the direction and supervision of the Reference and Outreach Services Supervisor, the Reference Services Assistant's responsibilities involve support to Reference Services and the Interlibrary Loan Librarian.

### **DUTIES AND RESPONSIBILITIES**

#### **A. Essential Functions**

1. Understands and practices the Mission of the Niles Public Library District.
2. Provides uniformly gracious and friendly service to all internal and external customers.
3. Has working knowledge of Library policies and procedures, with a commitment to carrying them out at all times, while safeguarding confidential and restricted information.
4. Assists patrons with Outreach Services needs.
5. Achieves the level of computer and technological proficiency needed to perform job responsibilities.
6. Demonstrates a patron-centered attitude.
7. Provides Interlibrary Loan assistance to Interlibrary Loan Librarian.
8. Assumes responsibility for Interlibrary Loan service in the absence of the Interlibrary Loan Librarian.
9. Accurately records messages.
10. Provides service to the public regarding the nonfiction circulating collection.
11. Requests Interlibrary Loan materials for patrons.
12. May provide service to the public regarding the Reference collection as needed.
13. May provide service to the public regarding the use of patron computers.
14. Accurately records statistics.
15. Assists librarians as needed.
16. Orders office supplies.
17. Available to work a flexible schedule that includes evenings and weekends.
18. Attends staff meetings, conferences, and educational opportunities as appropriate to the position and within the budget.

#### **B. Secondary Functions**

1. May assist with programs.
2. Performs other duties as assigned by the Reference and Outreach Services Supervisor.

**REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS**

1. Ability to communicate and work effectively (both individually and as a team member) with the public and all levels of Library staff with tact and diplomacy.
2. Ability to work with minimal supervision, making decisions within stated guidelines to solve problems and to produce accurate work on a timely basis.
3. Ability to organize, prepare, and present information in English, both verbally and in written form.
4. Ability to demonstrate basic computer skills using Microsoft Office products.
5. Ability to be flexible and adaptable to new situations.
6. Ability to troubleshoot.
7. Ability to represent the Library in a professional manner.

**PHYSICAL DEMANDS**

1. Work includes prolonged sitting, as well as repetitive keyboard use, moderate lifting, carrying, reaching, stooping, pulling and pushing activities. Manual dexterity, clear speech, hearing acuity, correctable vision are also required.
2. Ability to lift up to 25 pounds. Ability to transport/move up to 100 pounds of library materials.
3. Must park in designated areas.
4. Reasonable accommodations to these requirements will be made as needed.

**EDUCATION, EXPERIENCE, AND TRAINING**

1. Bachelor's Degree.
2. Public library experience preferred.
3. Any combination of education, experience, or training that satisfies the requirements of the position.

**ADDITIONAL REQUIREMENTS**

1. If not a U.S. citizen, has a valid work permit.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

The Niles Public Library District is an at-will employer. This means that employment can be terminated at-will by the Library or employee and such termination can be made with or without notice.