

POSITION: RESEARCH SERVICES DEPARTMENT

Research Services Assistant

JOB DESCRIPTION

SUPERVISOR:

Under the direct supervision of the Librarian Supervisor or Assistant Department Head of Research Services.

RANGE: 6

HOURS/SCHEDULE: General Part-time (under 19 hours/week) and Regular Part-time (over 19 hours/week and less than 37.5 hours/week) Schedules vary. May include day, evening and weekend hours. Schedule is subject to change if need arises.

PURPOSE:

The Research Services Assistant is responsible for providing basic information services to the public. This includes quick ready reference, reader's advisory, computer/library equipment assistance, and community information. This position includes staffing the Research Services public service desk, information retrieval and instruction, and providing computer assistance. Additional duties may include interlibrary loan procedures, community information compilation, maintaining files and other tasks as assigned. It requires the ability to access, input and retrieve data from the computer; ability to conduct reference interviews on the telephone and in-person; ability to retrieve information from print and non-print collections; and the ability to perform light to medium work.

ESSENTIAL DUTIES:

Public service desk 80 - 100%

Special Responsibility 0 – 20%

DUTIES AND RESPONSIBILITIES: (In alphabetical order)

Applies values-based customer service

Assists patrons at the public service desk and on the telephone with ready basic reference, community information and referral, and reader's advisory inquiries

Assists patrons at the public service desk in locating materials

Assists patrons with use of the equipment in the public service area

Assists with weeding process when assigned

Compiles bibliographic aids and prepares displays when assigned

Executes basic electronic bibliographical and informational searches using on-line and in-house database sources

Liaison with community agencies when assigned

Maintains assigned files and collections

Offers and conducts tours as assigned

Orders supplies when assigned

Performs procedures assigned to the public service desk

Performs tasks related to Community I & R when assigned

Processes Inter-Library Loan, Genealogical Microfilm and Serials requests and performs related ILL tasks when assigned

Provides bibliographic instruction and tours

Pulls materials from the shelves for ILL and programs when assigned

Responsible for specific ILL processes and responsibilities

Retrieves material from shelves when requested

Serves on committees when assigned

Writes reports and compiles statistics as assigned

Attends appropriate meetings, workshops, and seminars

Supervises volunteers when assigned

Other duties as assigned

ABILITY, KNOWLEDGE AND SKILLS: (In alphabetical order)

Ability to access, input and retrieve data from the computer

Ability to communicate accurately and pleasantly with patrons

Ability to conduct a patron interview in person, on the telephone, and electronically to provide accurate information or referral to a reference librarian

Ability to effectively use email

Ability to follow directions and complete tasks in a timely manner

Ability to handle several tasks simultaneously

Ability to kneel, lift, push, pull, stoop and crouch

Ability to listen

Ability to perform light to medium work