

**Deerfield Public Library**  
**Job Description**  
**Reference Services Assistant**

**Job Summary**

The Reference Services Assistant is responsible for assuring high patron and employee satisfaction with all aspects of reference services in accordance with current Library policies and procedures and in cooperation with other departments and the Library mission and vision. Areas of responsibility include services and collections of the Reference Department.

**Essential Job Functions**

1. The Reference Services Assistant is responsible to the Head of Reference for supporting the goals of the Reference Department in all matters, in accordance with current Library policies and procedures.
2. Provides services in a timely, sensitive, and confidential manner consistent with a high level of customer service. Behaves in a manner consistent with cheerfulness and optimism and conveys the same to patrons and staff. Assures high patron and staff satisfaction in all transactions. Assures the prompt, appropriate handling of patron concerns.
3. Demonstrates good judgment in the interpretation of library and departmental policies.
4. Provides excellent ready reference, technology, and nonfiction readers' advisory service. Refers patrons to reference librarians when appropriate.
5. Assists in developing and producing programs, displays, booklists, and electronic resources that promote the collections and services of the Reference Department.
6. Assists in maintaining the accurate organization of nonfiction materials. This may include shelving materials, shelf-reading materials, and alerting the Head of Reference to areas where the collection is shelved incorrectly or where space issues pose a problem.
7. Maintains a high level of knowledge of popular nonfiction, technologies, and the tastes and needs of the community.
8. Performs all work in a safe and courteous manner, including during emergencies.
9. Commits to a continuous learning environment for self and others.
10. Performs other duties as assigned.

**Interactions**

The Reference Services Assistant interacts with the entire staff of the Reference Department, other library departments, patrons, and professional colleagues in other libraries and organizations.

## **Scheduling**

This position may require working during any of the hours that the Library is open, including evenings and weekends. Although a weekly schedule is established, the needs of the Library may require schedule changes and flexibility.

## **Physical and Mental Job Conditions**

This job requires:

- A. Sitting and standing for long periods of time.
- B. Concentrating and paying attention to detail for long periods of time.
- C. Quickly and accurately placing items in alphabetical or numerical order.
- D. Safely pushing carts loaded with up to 100 lbs. of materials, and safely lifting boxes of up to 25 lbs. of library materials and supplies.
- E. Crouching, kneeling, climbing onto or sitting on low stools to retrieve materials from high or low shelves.
- F. Typing (keyboarding) accurately and rapidly.
- G. Looking at a computer screen and retrieving and processing information for long periods of time.
- H. Remaining calm and actively listening when faced with anger or hostility.

## **Qualifications**

### **A. Education or equivalent**

Education, training, and/or relevant experience equivalent to the completion of a Library Technical Assistant (LTA) certificate or bachelor's degree.

### **B. Experience**

Experience in public libraries and/or customer service. Strong knowledge of popular nonfiction. Competent user of automated services and related technologies. Excellent communication skills.

### **C. Specialized Training**

### **D. Certification/Licensure**

Library Technical Assistant (LTA) certificate preferred.

## **Disclaimer:**

This description is not a complete list of specific duties and responsibilities. It does not limit or modify the right of the Library Director to assign, direct, and control the work of the Reference Services Assistant. The use of particular examples describing duties does not exclude other similar duties.