

JOB SPECIFICS

Title: Bilingual Reference Paraprofessional **Department:** Reading Public Library
Reports To: Librarian III (Head of Reference) **Revision date:** November 2022
Schedule: 20-23 hours per week **Salary:** \$17.50 (grant funded)

This is a temporary grant funded part-time position contingent upon grant funding located at a busy urban library, which also serves as the District Library Center. Ideal candidates will provide superior customer service in meeting the information needs of a culturally diverse population. Duties include answering questions, collection maintenance and weeding, instruction, collection development, verbal/written translation, and other duties as assigned. This position also works closely with administration to deliver adult programs and outreach services. High school Diploma or GED required. Fluent bilingual Spanish is required. FBI Criminal Background Check, PA Child Abuse Clearance, PA Criminal Record Check, and Mandated Reporting on Child Abuse required. \$17.50/hour.

Qualified interested candidates must submit a current resume and cover letter to:
resumes@reading.lib.pa.us.

POSITION BACKGROUND

Primary function is providing support to the reference department staff in assisting patrons at the public service desk. This includes (but is not limited to): answering reference questions in person and via technology devices, helping patrons use the online catalog, and assisting patrons in locating materials. The paraprofessional will also provide bilingual computer class instruction and assist with the maintenance of the Spanish collection.

The paraprofessional will also participate in off-site community outreach services, working closely with the professional staff in such initiatives.

Schedule includes days, evenings, and Saturdays. Strong communication, problem solving, computer, and customer service skills a must; ability to multitask and perform under pressure are required.

JOB SUMMARY

- Performs reference services under supervision
- Provides instructional classes
- Provides offsite outreach services
- Assists with routine tasks in maintaining the print magazine collection
- Assists with weeding and shifting the print collections
- Provide verbal and written Spanish translations
- Other duties as assigned

MINIMUM QUALIFICATIONS

Educational Requirements

- High School Diploma or GED required.

Experience

- Customer service
- Use of current technology including mobile devices
- Familiarity with popular social media platforms

Checks and Clearances

- Federal Bureau of Investigation Criminal Background Check
- Pennsylvania Child Abuse Clearance
- Pennsylvania Criminal Record Check
- Mandated Reporter Training

KNOWLEDGE, SKILLS & ABILITIES

- Ability to deliver excellent customer service to a diverse population
- Possess information technology proficiencies and the ability to instruct others in them
- Knowledge of administrative policies and procedures
- Fluent bilingual Spanish required.

WORKING CONDITIONS

Frequent standing, sitting, talking, hearing, speaking and mental concentration necessary; use of hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms; specific vision requirements include close vision, color vision and the ability to adjust focus. Must be able to communicate and be understood clearly. May be required to lift or move files, books or supplies of up to 35 pounds. *(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

Disclaimer

Management reserves the right to add, modify, change or rescind work assignments as needed. The essential functions or duties listed above are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.