

## **JOB SPECIFICS**

**Title:** Reference Paraprofessional                      **Department:** Reading Public Library  
**Reports To:** Librarian III (Head of Reference)                      **Revision date:** February 2022  
**Schedule:** 37.5 hours per week                      **Salary:** DOQ

## **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 especially assist with the maintenance of the serials 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 multi-task and perform under pressure are required.

## **JOB SUMMARY**

- Performs reference services under supervision
- Provides instructional classes
- Provides off-site outreach services
- Assists with routine tasks in maintaining the print serials collection
- Assists with weeding and shifting tangible collections
- Other duties as assigned

## **MINIMUM QUALIFICATIONS**

### ***Educational Requirements***

- High School Diploma or GED required.
- Bachelor's Degree preferred.

### ***Experience***

- Customer service
- Use of current technology including mobile devices

### ***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
- Bi-lingual Spanish a plus.

## **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.