

**SPRING LAKE DISTRICT LIBRARY  
JOB DESCRIPTION**

**REFERENCE PARAPROFESSIONAL**

**Supervised by:** Library Services Manager  
**Supervises:** N/A

**Position Summary:**

Under the supervision of the Library Services Manager, the reference paraprofessional uses the computerized circulation system and all available library technology to assist and instruct library patrons in reference questions and other library techniques. The employee also participates in planning and presenting library programs.

**Essential Job Functions:**

*An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.*

1. Assume responsibility for library operations in the absence of the Library Director, Library Services Manager and Youth Services Librarian. The chain of command will determine who will be the responsible person.
2. Work with computerized circulation system.
3. Interpret and answer reference questions using the computerized circulation system and all other available resources.
4. Locate materials quickly upon request.
5. Assist with researching, evaluating, selecting and organizing library materials.
6. Plan and implement library programs under the direction of professional staff and the Library Director.
7. Remain current concerning the operation and use of the automated library system and bibliographic database searching techniques using computer databases.
8. Maintain and/or process a variety of departmental records, forms, reports, logs and files.
9. Assist with creating promotional materials and displays.
10. Operate audiovisual equipment. Provide directional and other basic information regarding the use of library facilities, services and collections. Instructs the public in the use of library technology.
11. Perform other duties as assigned.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

*The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.*

- Associate's degree from an accredited college or university required. Bachelor's degree preferred.
- One or more years of progressively more responsible experience working in a public library required. Previous supervisory experience preferred.
- Working knowledge of the principles, methods and practices of public library operations required.
- Proficient with Microsoft Office Suite software. This includes using various web-based platforms, including social media sites and website management software.
- Working knowledge of public library computer hardware and software required.
- Working knowledge of basic reference resources, both print and digital.
- Ability to work independently when fully trained in the position.
- Ability to critically assess situations, problem-solve, and work effectively under stress, within deadlines and changes in work priorities.
- Excellent communication skills. Ability to perform clerical tasks accurately and efficiently.
- Basic knowledge of Microsoft Office Word and Excel programs and the ability to assist others with basic computer tasks.
- Ability to communicate effectively and present ideas and concepts orally and in writing.
- Ability to establish and maintain courteous and effective working relationships and use good judgment, initiative and resourcefulness when dealing with the public, library staff, community groups and others.
- Ability to exercise a high degree of diplomacy in contentious or confrontational situations.
- Ability to critically assess situations, problem-solve, and work effectively under stress, within deadlines and changes in work priorities.
- Ability to work occasional nights and weekends.

**Physical Demands and Work Environment:**

*The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

While performing the duties of this job, the employee regularly works in an office setting with a controlled climate where they sit, stand, lift, carry, push, reach, climb, bend and stoop when working with library materials and moving them around or operating a computer terminal for a prolonged period of time. The employee must lift and/or move items manually up to 30 pounds in weight. The employee must reach shelves which range from floor height to 82 inches high. The noise level in the work environment is usually quiet to moderate.