

Reference Department
Reference Assistant
Galesburg Public Library

The Galesburg Public Library has an opening for a part-time assistant to work at the Adult Services Reference Desk.

Duties include answering questions in person and by phone, helping patrons find information and library items, and troubleshooting use of the Internet, copy machines, electronic reading devices, microfilm readers, smartphones, and computers. Duties may also include shelving, light cleaning, shifting books, labeling items, and other tasks as assigned by library staff.

Hours vary but include one to two evening shifts a week and one to two Saturdays a month. Additional hours may be available. Ability to work evenings and Saturdays is required, along with patience, a desire to help others, and the ability to ask for assistance as needed. Customer service and library work experience a plus.

To apply for this position, please submit a cover letter and a current resume to jobs@galesburglibrary.org or Jane Easterly, Galesburg Public Library, 40 E Simmons St, Galesburg IL 61401. Electronic applications are preferred. Applications received by February 2 will receive first consideration. Salary is \$14 per hour.

Galesburg Public Library

1/22/2024

Position: Library Assistant Part-Time Reference
Reports to: Department Supervisor

Department: Reference
Direct reports: None

Objective: Provide support for the department through friendly and courteous service at a busy service desk facilitating the needs of library customers.

Essential Functions:

- Greet visitors to the library and maintain a welcoming environment.
- Listen to patrons and provide friendly, patient assistance to patrons.
- Understand functions of all departments to direct patron inquiries appropriately.
- Assist customers in finding what they are seeking.
- Assist customers with their computer, device and printing needs.
- Follow library policies and procedures.
- Shelf read library materials to assure materials are in proper order.
- Provide assistance on projects or programs when appropriate.
- Provide assistance in other departments as needed or as scheduled.
- Maintain a positive work atmosphere by behaving and communicating in a manner which promotes good working relationships with patrons and staff.
- Perform light janitorial duties.
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

- High school degree or equivalent, some college preferred. Library experience preferred.
- Ability to put materials in numerical and alphabetical order.
- Ability to comprehend and respond to patron needs quickly and accurately.
- Ability to establish and maintain good working relationships with staff and public.
- Good computer skills.
- Accuracy and attention to detail.
- Ability to follow directions.
- Ability to complete tasks despite interruptions.
- Self-motivated.

Working Conditions/Physical Requirements:

- Able to shelf books located 18 inches from the ground or six feet high.
- Able to transport heavy book carts and lightweight materials.

This job description is not, nor is it intended to be, a complete statement of all duties, functions and responsibilities that comprise this position.