



## **REFERENCE ASSISTANT (Part-Time)**

Upper Merion Township, located in King of Prussia, PA is looking for an energetic, organized **Reference Assistant** who will report directly to the Head of Reference. The successful candidate will assist patrons with reference and reader's advisory requests, troubleshoot basic computer and software issues and offer one-on-one computer assistance as well as assist librarians with programs as needed. The **Reference Assistant** will have proven clerical abilities and interpersonal skills and the ability to establish rapport and excellent communication with patrons and Township staff.

The duties of the **Reference Assistant** include (but not limited to):

- Assist patrons with self-service resources including: photocopier/scanner/printers, computers, software applications, online registration and holds-pickup.
- Provide technical support and assistance to patrons such as simple maintenance and basic troubleshooting of computers and printers.
- Recommend titles and authors in a variety of genres and formats.
- Monitor study room usage and reservation requests.
- Navigate and promote online resources to assist patrons.
- Shelf-reading and general stack maintenance.
- Assist with library programs and displays.
- Respond to in-person and telephone inquiries about library programs and services.
- Answer directional questions and refer patrons to appropriate personnel.
- Perform other duties as assigned.
- Work weekend hours, evening hours as necessary.

### **Position Requirements:**

- College degree required.
- Strong customer service experience.
- Strong computer skills.
- Must be able to work with children and adults in a personable and professional manner.
- Pennsylvania State Police Request for Criminal Records Check.
- Department of Public Welfare Child Abuse History Clearance.
- Federal Criminal History Record Information.

### **How to Apply:**

- For immediate consideration, applicants should complete an employment application by visiting [https://www.umtownship.org/?wpfb\\_dl=3158](https://www.umtownship.org/?wpfb_dl=3158) and submit the **full job application, cover letter and resume** via email to: [hr@umtownship.org](mailto:hr@umtownship.org). Applications will be accepted until position is filled.

**Equal Opportunity Employer**