

GRUNDY LIBRARY

The Margaret R. Grundy Memorial Library

POSITION OPENING: Reference Librarian / Reference Assistant (Part-Time)

Overview:

Do you enjoy helping people find answers, explore new interests, and feel confident using technology? Margaret R. Grundy Memorial Library in Bristol Borough, PA is seeking a part-time Reference Assistant/Librarian to staff the public service desk and provide welcoming, knowledgeable support to patrons of all ages and backgrounds. This position is ideal for someone who is **friendly, proactive, and committed** to excellent public service.

As a Reference Assistant, you'll be on the front lines of the library experience answering questions, offering readers' advisory, assisting with research and technology, and helping patrons connect with the resources they need. You'll play a key role in creating an inclusive, supportive environment where everyone feels comfortable asking questions and discovering what the library has to offer.

Margaret R. Grundy Memorial Library is an award-winning library serving Bristol Borough and the surrounding areas. Our mission is "Opening doors, inspiring minds, connecting community." We achieve this through outstanding and personalized customer service, high quality programming, free and open access to technologies and the internet, specialized services to support research in the areas of local history, nonprofits and grant seeking, and active community outreach.

Margaret R. Grundy Memorial Library is operated by The Grundy Foundation, which also supports the Grundy Museum. For more information about the Margaret R. Grundy Memorial Library, visit our website at <http://www.grundylibrary.org>.

Essential Functions:

- Provides friendly and professional customer service, basic reference, and readers' advisory to library patrons in person, by phone, and online.
- Monitors the public floor and patron behavior and takes the steps necessary to ensure safety is maintained. Serves as person in charge while staffing the service desk. Performs opening and closing procedures as assigned.
- Completes circulation tasks such as checking in/out library material, registering new users, renewing library cards, modifying patron records, and resolving account problems such as lost or overdue items, fines, and fees.
- Assists library patrons with library equipment such as copiers, printers, computers, tablets, WiFi connectivity, and other technologies. Troubleshoots equipment issues. Provides one-on-one assistance on electronic library resources, basic computer skills, Internet searching, and mobile devices.
- Provides instructional assistance regarding library services and other information sources to library patrons.

Other duties: Assist with maintenance of library collection in all formats; conduct online reference services; engage in outreach services to promote the Library; conduct library tours; enforce Library, Museum, and Foundation policies; perform other related duties assigned.

Required Qualifications:

- Bachelor's degree required
- Knowledge of standard reference sources in various formats
- Knowledge of current and classic reading materials for adults and teens
- Knowledge of principles and practices of reference and reader's advisory services
- Knowledge of the principles and practices of collection development and maintenance
- Familiarity with online search strategies
- Experience with public services and a commitment to excellent customer service
- Fluency with personal computers and software, mobile devices, online databases, and integrated library systems (ILS)

Preferred Qualifications:

- Master's degree in Library and/or Information Science from an ALA accredited school
- Experience in a public library setting
- Experience with desktop design and Canva
- Experience with OCLC Wise
- Experience with Power Library databases
- Ability to understand, speak, and write Spanish

Skills Needed: Self-motivated and proactive; decision making based on good business practices and library philosophy; excellent written, oral and interpersonal communication skills; warm, approachable, and outgoing personality; tact, courtesy, and flexibility; initiative; commitment to public service. Strong technology skills, especially with computers and mobile devices, extensive experience with Windows operating systems, Microsoft Office, and online searching. Ability to adapt to a changing work environment.

All library positions require criminal background and child abuse clearances.

Hours: 12 to 19.5 hours per week including days, evenings, and two weekends a month.

Compensation: \$19.00/hour

Application: Please submit current resume, three references, and letter of introduction to Megan Marks, Director, Margaret R. Grundy Memorial Library, 680 Radcliffe Street, Bristol, PA 19007 or by email to marksm@grundylibrary.org. No phone calls please. Review of applications will begin immediately. Open until filled.