Title: Reference 2
Pay Rate: Intermediate

General Description: Reference Desk Assistants provide general reference assistance to University community.

Duties and Responsibilities:
1. Provide direct user assistance at the Main Information Desk, answering in-person and phone queries; assist patrons with the Libraries online catalog, internet, electronic and CD-ROM databases
2. Assist with the development of library guides, bibliographies
3. Provide bibliographic instruction
4. Complete special projects as assigned
5. Work as the lead person for the Reference Department during weekend and holiday hours
6. Other duties may be included at the discretion of the Reference Center Manager

Required Qualifications:
1. Must be enrolled in a graduate program
2. Must be able to work evening and weekend hours
3. Must be able to work up to 20 hours per week
4. Must be able to work at least two semesters
5. Must be actively enrolled in classes at Kent State University on at least a half-time basis
6. Knowledge of productivity software such as Microsoft Office suite, scanning software, Adobe products
7. Must have excellent customer service skills
8. Must have previous library experience

Preferred Qualifications:
1. Being enrolled in the School of Library and Information Science is preferred
2. Completion of or concurrent enrollment in the Information Sources and Services (Reference) class is preferred
3. Availability to work during the summer and intersessions is preferred