

# Grigg Lewis Foundation, Workership Program Job Description

<b>Organization:</b>	Lockport Public Library
<b>Job title:</b>	Reference Student Assistant
<b>Reports to:</b>	Marianne Colton, Head of the Reference Department

## Job purpose

The reference student assistant will work with patrons and librarians to expand our services and programs. The library expects to benefit from the student's knowledge and implementation of social media marketing. Digital literacy training provided by the student will directly benefit the community.

## Value of the Workership experience

- Opportunity for professional growth:
  - Learn how to plan, coordinate, and complete tasks to meet goals
  - Learn how to communicate effectively in a team setting
- Gain customer service skills:
  - Use tact and courtesy in dealing with individuals and groups of various ages, educational backgrounds, and experiential levels
  - Be part of a culture of hospitality where our patrons are valued and met with empathy

## Duties and responsibilities

The student would be assigned specialized para-professional duties and would be required to operate independently within prescribed responsibilities.

- Digital Literacy
  - Assist patrons with general computer questions, MS Office help, downloading of electronic library materials (ebooks, streaming music, video, etc.)
- Social Media Marketing
  - Assist librarians with marketing the library on Facebook, Twitter, etc.
- Reference
  - Assist librarians with patron questions, telephone inquiries, Local History projects
- Promotion/Marketing of library collections
  - Assist librarians in promoting collections by designing and developing displays, handouts, social media posts, etc.
- Programming
  - Assist librarians with Summer Reading Programs, One Book One Community Program preparation, and computer class tasks
- Collection Maintenance
  - Assist librarians with collection development (book, media, electronic)
- Location of job: Lockport Public Library, Reference Department

## Qualifications

- Resident of Eastern Niagara County and enrolled in college for the Fall
- Computer skills, including MS Office
- Desire to work with the public
- Written communication skills
- Ability to multitask and manage multiple assignments and deadlines
- Ability to carry out assignments independently
- Design skills desirable

## Hours

- 300 hours between May 15, 2026 – August 31, 2026
- Some evenings and weekends are required
- NYS minimum wage per hour

## Physical requirements / Dress Code

No special physical requirements

Public image plays an important role in developing and maintaining support for the Lockport Public Library. In order to maintain a public image consistent with a professional organization, business dress is expected.

<b>Approved by:</b>	
<b>Reviewed Date:</b>	