

Job Description

Dr. Samuel L. Bossard Memorial Library Gallia County District Library

Position Title: REFERENCE SERVICES ASSOCIATE
Position Type: Non-Exempt
Reports to: Reference Services Dept. Head

General Summary

JOB OBJECTIVE:

To provide skilled reference service either directly for library users or in other library service support areas. Work requires the application of basic knowledge and techniques of library science to a variety of assignments, including response to information requests from library users. Employees work under the general supervision of the Reference Services Dept. Head.

Essential Functions and Responsibilities

GENERAL DUTIES

- Provides reference desk assistance including, but not limited to, answering reference questions in person, by telephone, or by email; providing reader's advisory service; handling incoming Reference telephone inquiries and if needed, directing such calls to correct extensions; using public address system
- Provides pleasant, accurate, and efficient service to patrons
- Cooperates with Dept. manager to resolve customer complaints in a pleasant, timely, and professional manner
- Possesses a working knowledge of all aspects of the library's automation system that pertains to the reference department
- Receives money from patrons for fines and fees; enters money into cash register; counts register and logs cash register totals with co-worker(s)
- Keeps Reference Dept manager informed of potential customer and staffing problems or concerns
- Provides a positive attitude and interacts with other employees in a friendly, courteous, and respectful manner
- Explains library policies to patrons
- Assists Library patrons with the use of the on-line catalogs, databases, computers, microfilm readers, copiers, and other library services and tools
- Performs general administrative duties for the Reference Services department including, but not limited to, answering phones, filing, photocopying, stocking patron supplies, and general straightening of furniture and equipment

- Operates and maintains general operation of department equipment including (but not limited to) the following: computer, cash register, calculator, fax machine, copier, and printer
- Monitors work of library pages and ensuring pages stay “on task”
- Demonstrates continuous effort to improve operations, decrease turnaround times, and work cooperatively and jointly (within department and with other library departments) to provide quality seamless customer service
- Maintains work area in a neat and orderly fashion
- Actively and positively promotes library services, programs, and materials to public and staff
- Attends staff training workshops and department meetings, as required and/or requested, to maintain knowledge of trends and developments in library services as pertaining to the reference dept.
- Assists in the compiling of departmental statistics
- Conveys a non-judgmental attitude toward patrons and their requests
- Upholds patron confidentiality laws
- Actively supports library goals and objectives as adopted by Library Administration and the Library Board of Trustees
- Reports interpersonal conflicts to Department Manager for a positive resolution (follows proper chain of command)
- Serves on planning committees, as requested
- Must model good work habits for others (i.e. punctual; limits personal phone calls)
- Assists in opening and closing procedures
- Assists in other library departments, as needed
- Assists with training of new workers, when needed
- Performs other duties as required***

SPECIFIC DUTIES (may be responsible for one or more, as directed)

- Assists in collection development by handling patron requests and making recommendations for the collection
- Assists with weeding, as assigned and directed
- Assists in maintaining library Webpage
- Assists patrons in obtaining materials not found in the Library’s collection by searching computerized databases and initiating direct loan or inter-Library loan requests
- Assists in maintaining and updating brochure files and signage, especially in areas of reference, genealogy, and local history, as needed and directed
- Assists in coordination of displays for Reference area display case
- Assists in memorial book program by coordinating book selections and plaques for books
- Assists in maintaining the periodical collection (including newspapers)
- Assists in the preparation of reading lists and bibliographies
- Assists with special library programs (I.e. National Library Week activities, receptions)
- Assists patrons with genealogy searches and materials
- Performs and assists with other specific duties, as assigned and directed***

Physical and Mental Requirements

- Requires sitting, standing, stooping, bending, and lifting/moving books and carts up to 50 pounds.
- Must be able to communicate effectively in English, both orally and in writing
- Must be able to hear, comprehend, and respond to Library patrons both in person and in telephone conversations.
- Must have visual ability to see computer screen.
- Requires good hand dexterity for computer.
- Requires mental alertness, focus, and attention to details
- Tasks affected include shelving books, computer work, & monitoring patrons while working
- Requires ability to operate basic business machinery
- Requires the ability to type on computer keyboard and use a mouse; requiring eye-hand coordination

Knowledge, Skills, and Abilities

- Knowledge of principals, practices, methods, and materials of public libraries
- Knowledge of Dewey Decimal System
- Knowledge of basic reference resources
- Ability to perform all duties in a responsible, ethical manner, ensuring all reference questions are answered using relevant reference resource(s)
- Ability to understand the legal ramifications of providing “advice” or “opinion” in the course of work
- Ability to work independently with little supervision
- Must be able to type and use a computer
- Ability to interact with the public and with co-workers in a consistent, friendly and courteous manner
- Ability to be flexible in dealing with multiple, unexpected tasks and patrons simultaneously
- Ability to meet deadlines, when applicable
- Ability to follow written and oral instructions
- Ability to work a flexible schedule that includes weekday, evening, and weekend hours
- Must possess a general knowledge of information technology and be committed to continual individual development
- Must be able to operate office equipment
- Must possess knowledge of information management tools, including, but not limited to Windows applications, word processing, spreadsheets, database and Library automation software

Work Environment

Work in an indoor library environment; sustained posture in a standing or seated position for prolonged periods of time; bending, lifting, and pushing may be required; some positions may include prolonged usage of computer equipment. Work subject to regular interruptions

Supervisory Responsibilities

Supervises: Non-supervisory position; assists in monitoring library pages/shelvers to keep them “on task”.

Education, Experience, and Training

Minimum Qualifications

Education

Degree from an accredited college or university

OR

Any equivalent combination of higher education, experience, certification, and training which provides the knowledge, skills, and abilities necessary to perform the work associated with this position.

Experience/Training

Strong interpersonal communication skills essential; Some library-related experience is highly desirable. Must possess a valid driver’s license and have access to a vehicle.

Must pass criminal background check.