



Peter White Public Library - Job Description

Reference Services Assistant

AFSCME Designation: Union Employee
Classification: Part-Time
Benefits: PTO and Paid Holidays

Supervisor's Title: Reference Librarian
FLSA Status: Non-Exempt
Supervises: None

Position Purpose:

Provide reference services by answering inquiries and providing instruction in the use of library resources. Select, organize and maintain collections as assigned.

Education and/or Experiences Qualifications:

To perform this job successfully, an individual must have the following education and/or experience:

- Bachelor Degree.
- Three or more years' previous library experience.
- Excellent communication skills (oral and written).
- Experience with standard word processing and spreadsheet software.
- Experience using library computer applications and Internet resources including databases and online catalogs.
- Ability to work independently and direct the work of others.
- Demonstrated ability to use good judgement in all situations.
- Possess a proactive public service philosophy.

Position Essential Functions and Responsibilities:

- Provide reference assistance to patrons of all ages and abilities in person, by phone, mail or e-mail under the general direction of the Reference Librarian utilizing resources in a variety of formats.
- Work regularly scheduled hours at reference desk.
- Select new materials for library collections in assigned subject areas such as CDs, genealogy, and local history. Organize and maintain these collections as appropriate.
- Provide technology troubleshooting and instruct patrons in the use of information resources, including computers, computer software, informational databases, printers, laptops, tablets, microfilm reader-printers, photocopier and other devices as necessary, and adapt to emerging technologies.
- Compile indexes, bibliographies, inventories, and other records to assist in the use of various library collections.
- Teach group and one-on-one computer classes.
- Make suggestions to patrons for reading and research materials, including researching topics of interest to create monthly book displays.
- Explain library policies and procedures to patrons in a manner that ensures positive customer relations.
- Ability to meet US Department of State requirements to become an authorized Passport Agent, and process passport applications for library patrons.
- Record and maintain various user statistics and other department records.
- Collect service fees and fines, accurately recording information in patron record and daily cash sheet as appropriate.
- Assist the Collection Development/Reference Librarian in sorting donated materials and identifying where they would best be utilized.
- Create posters, bookmarks, flyers, and press releases for upcoming events sponsored by the Reference Department.
- Utilize the PWPL microfilm collection to write a month's worth of Superiorland Yesterdays for the Mining Journal, as assigned.
- Schedule proctor exams for students requesting this service.



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Knowledge, Skills and Abilities

The requirements listed below are representative of the knowledge, skills and/or abilities required to perform each duty satisfactorily. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

- Customer Service – Provides prompt, attentive, and friendly customer service in person, by phone, or electronically; maintains personal accountability and ownership for providing excellent customer service; seeks and responds to feedback from patrons to improve service; meets commitments; shows willingness to go out of their way to help patrons.
- Teamwork – Cooperates and works together with all co-workers; plans and completes job duties with minimal supervisory direction, including good decision making; collaborates with and supports coworkers by helping out where needed; creates and maintains positive relationships with coworkers; asks for and listens to coworker feedback and incorporates feedback into revised processes; completes work on time and with proper quality; supports cross-training and shares learning with others; understands we are all stewards of the taxpayers.
- Communication and Media – Communicates ideas and thoughts clearly, accurately, and respectfully; listens to others and seeks to understand others' perspectives; has knowledge of communication techniques and methods, including alternative ways to inform and educate using electronic media, including, but not limited to: email, Internet, and social media sites. Demonstrates proficient use of the English language.
- Adaptability – Willingness to take on new challenges and responsibilities; open to change and variety within the workplace; works hard to implement successful change in areas of responsibility; recommends and implements changes to improve processes and customer service.
- Image – Portrays a positive image of the Library; is a strong public ambassador and promotes Library programs and services during patron interactions. Promotes Library mission and complies with Library policies. Participates in the community as a representative of the Library.
- Technical – Proficiency in using computers and related software; experience with Library management system software, including cataloging systems and public interface systems.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee frequently is required to:
 - Stand, walk, and sit
 - Use hands and fingers to handle books, paper, and technology
 - Speak and listen to others
 - See and read
 - Reach with hands and arms
 - Stoop, kneel, crouch, or crawl
- The employee must be able to lift up to 40 pounds without the assistance of another person. Must be able to frequently lift and/or carry objects weighing up to 25 pounds.
- The employee must frequently push, pull, and maneuver full book carts.
- Employee in this position is required to work evenings and weekends.