Job Description

POSITION: Associate, Reference
DEPARTMENT: Reference
FLSA: Non-Exempt
REPORTS TO: Community Library Manager/Reference Supervisor
LAST UPDATED: July 2019
STARTING PAY: $14.62/Hour

Summary
Under general supervision of department supervisor, this person will perform reference work and respond to reference questions including requests for bibliographic data; provide services regarding collections to customers in person or by phone; guide customers to appropriate resources and instruct in their use; assist and advise customers in making effective use of library services, materials, computers, library catalog and other reference tools; recommend appropriate material to customers through readers advisory; refer customers to sources for additional information and assistance.

DUTIES AND RESPONSIBILITIES

- Responsible for delivering quality customer service.
- Provides general and in-depth reference assistance and reader advisory, using a variety of print and online resources.
- Assists patrons with basic troubleshooting of common software products, operating systems, browsers, and other technology associated with library services.
- Markets library collection, services, and programs through displays and exhibits.
- Assists with the planning and delivery of library programs.
- Participates in the development and maintenance of the library collection as directed.
- May represent the library on various community and/or professional organizations.
- May be assigned to work in other locations or departments.
- Performs other duties as assigned.

DESIRED QUALIFICATIONS

- Bachelor’s degree supplemented by one year of general customer service experience required.
- Proficiency with Microsoft Office and Google Suite.
- Strong computer skills required.
- Library experience preferred.
- Ability to work rotating shifts including nights and weekends.
KNOWLEDGE, SKILLS AND ABILITIES

- Ability to establish and maintain effective working relationships with co-workers and the general public.
- Ability to communicate effectively, both orally and in writing, with staff and customers of all ages and educational backgrounds.
- Ability to operate standard office equipment and a variety of audio-visual equipment.
- Ability to input data using a keyboard or other computer hardware.
- Ability to learn basic library system practices and procedures, general content, and arrangement of materials.
- Ability to maintain confidentiality.
- Ability to work accurately with attention to detail.
- Ability to deliver programs.
- Ability to represent the library at community and outreach events, etc.

Physical requirements:

- Sufficient clarity of speech and hearing or other communication capabilities with/without reasonable accommodation to enable the employee to communicate effectively.
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials.
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and related equipment.

Working Conditions:

- Physical Demands: Job involves considerable amount of movement and activity. Work routinely involves lifting or handling material weighing up to 25 lbs., pushing book carts weighing up to 100 lbs., and heavy use of the computer.
- Mental Demands: This is professional level work requiring moderate reasoning and independent judgement. Work is performed with some supervision. Variance in work routine is part of this position, depending on the requests from patrons for assistance.
- Emotional Demands: Some stress related to public contact and the need to manage patron behaviors. Occasional pressure related to sustained periods of high-volume activity and multiple demands.
- Social Environment: Always people to talk to and work with.
- Physical Environment: Typical office/library environment. Some fluctuations in building temperature related to HVAC problems can cause uncomfortable period of heat or cold. Some periods of elevated noise levels.

This position description is not intended to be a complete list of all responsibilities, skills or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of Live Oak Public Libraries. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of the position.