

<b>TITLE</b>	<b>Associate-Reference Services</b>
<b>JOB CLASSIFICATION</b>	Grade 300, Facilitator/Associate Tier, Regular, Nonexempt
<b>HOURS</b>	Part-time (20 hours). Evening and weekend hours possible. Required to adapt to future schedule changes, depending on departmental and library-wide needs.

## REQUIREMENTS

### *Education/Experience*

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BA/BS degree required. Experience in a library setting or other relevant experience preferred.

### *Knowledge/Skills*

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Knowledge of basic print and online reference sources. Comfort, familiarity and basic usage skills in new information technologies, particularly in Internet research and library automated databases. Ability to communicate effectively in a team-oriented environment. Strong written, verbal, customer service and interpersonal skills.

### *Working Conditions*

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Work performed primarily inside the library facility. Lifts, moves, shelves books and other light materials and equipment. Occasionally required to attend meetings or training sessions outside the library facility.

**REPORTS TO:** Sr. Manager-Reference

**POSITION(S) SUPERVISED:** None

## BRIEF DESCRIPTION

### *BASIC SUMMARY*

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Westlake Porter Public Library's mission is to educate, empower, enlighten, and excite the public by serving as a premier knowledge provider, a family activity center, and Westlake's information and community commons. **This position assists in accomplishing this mission by ensuring the accessibility of library resources to include subscription services, microforms, government documents, and ephemeral material.**

ESSENTIAL POSITION DUTIES	% Time
<b>1. Library Resources</b>	<b>20%</b>
<ul style="list-style-type: none"><li>Processes and maintains necessary holdings, records or indices for reference subscription services, community information, government documents, microfilm and ephemera.</li><li>Maintains inventory of community newspaper publications.</li></ul>	
<b>2. Reference Services</b>	<b>75%</b>
<ul style="list-style-type: none"><li>Provides public service desk coverage to include proper referrals to complete customer service transactions.</li></ul>	
<b>3. Administrative Support</b>	<b>5%</b>
<ul style="list-style-type: none"><li>Compiles survey results.</li></ul>	

<b>Communication and Teamwork</b>	<b>Ongoing</b>
<ul style="list-style-type: none"><li>Serves as a positive member of the Reference Team by communicating effectively with coworkers and managers, by providing excellent customer service to the public and other departments, and by understanding and conveying the library's mission and values.</li><li>Keeps informed of library activities and policies by attending general staff meetings, participating in regular department meetings, and by participating in training and development opportunities when appropriate and as requested or required. Keeps informed of current trends and issues in Reference through memberships, trade materials, associations, etc.</li><li>Performs miscellaneous related duties as needed by the library and assigned by the Sr. Reference Manager.</li></ul>	

**PHYSICAL DEMANDS CHECKLIST**

**PHYSICAL STRENGTH FACTORS:**

- Lifting  Yes  No
- Pushing  Yes  No
- Pulling  Yes  No
- Carrying  Yes  No
- Reaching  Yes  No
- Gripping  Yes  No
- Does job require reaching above shoulders?  
 Yes  No
- Does job require reaching to floor level?  
 Yes  No

If yes, list maximum weight: 20lbs.

**PHYSICAL MOBILITY FACTORS:**

- Throwing  Yes  No
- Sitting  Yes  No
- Standing  Yes  No
- Walking  Yes  No
- Climbing  Yes  No
- Stooping/Bending  Yes  No
- Crouching  Yes  No
- Kneeling  Yes  No
- Crawling  Yes  No
- Twisting  Yes  No
- Balancing  Yes  No

**SENSORY/PERCEPTUAL FACTORS:**

- HEARING:**
- Conversation  Yes  No
  - Sounds  Yes  No
- VISION:**
- Far  Yes  No
  - Near  Yes  No
  - Color  Yes  No
  - Depth  Yes  No
- PERCEPTION:**
- Spatial  Yes  No
  - Form  Yes  No
  - Feeling  Yes  No

**WORK ENVIRONMENT:**

- Inside Work  Yes  No
- Outside Work  Yes  No
- Hot/Cold  Yes  No
- Fumes  Yes  No
- Traveling  Yes  No
- Working Alone  Yes  No
- Working in a Group  Yes  No
- Interacting with the Public  Yes  No

**HAZARDS:**

- Machines  Yes  No
- Electrical  Yes  No
- Sharp Tools  Yes  No
- Slippery floors  Yes  No
- Congestion  Yes  No
- Heat/Cold  Yes  No
- Dust/Vapor  Yes  No

**OPERATE:**

- Equipment  Yes  No
- Telephone  Yes  No
- Computer  Yes  No

**ACCESSIBILITY FACTORS:**

- Doors  Yes  No
- Aisles  Yes  No
- Tables  Yes  No
- Telephones  Yes  No
- Staff Room  Yes  No
- Bathrooms Public  Yes  No
- Drinking Fountain  Yes  No
- Parking  Yes  No