

TITLE	Associate-Access Reference Services
JOB CLASSIFICATION	Grade 300, Facilitator/Associate Tier, Regular, Nonexempt
HOURS	Full time (40 hours). Evening and weekend hours possible. Required to adapt to future schedule changes, depending on departmental and library-wide needs.

REQUIREMENTS

Education/Experience

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

Knowledge/Skills

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

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: **Manager-Reference**

POSITION(S) SUPERVISED: None

BRIEF DESCRIPTION

BASIC SUMMARY

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, accuracy, and reliability of the materials database through interlibrary loan to link individuals with materials available at other libraries.**

ESSENTIAL POSITION DUTIES**% Time****1. Interlibrary Loan****95%**

- Manages interlibrary loans to include both lending and borrowing functions, utilizing library automated databases; updates and maintains OCLC records; compiles monthly and annual statistics and reports; packages and ships materials. Other ILL functions may include preparing books received for discussion groups and the faxing and photocopying of materials.

2. Collection Maintenance/Other**5%**

- Assists in maintaining accurate inventory of the collection by deleting missing, lost, and withdrawn items from OCLC.
- All other duties as assigned

Communication and Teamwork**Ongoing**

- 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.
- 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.
- Performs miscellaneous related duties as needed by the library and assigned by the Reference Manager.

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