

<b>TITLE</b>	<b>Senior Associate-Reference</b>
<b>CLASSIFICATION</b>	Grade 310, Facilitator/Associate Tier, Regular, Non-exempt
<b>HOURS</b>	Part time (20/24 hours/week). Evening and weekend hours required on a rotation basis and as needed. Required to adapt to future schedule changes, depending on departmental and library-wide needs.

## REQUIREMENTS

### *Education/Experience*

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

### *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. 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 and training sessions outside the library facility.

**REPORTS TO** **Senior Manager-Reference Services**

**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 by serving as premier knowledge provider, a family activity center, and Westlake's information and community commons.” This position assists in accomplishing the mission by assisting patrons to determine their alternatives, locate materials or information, and understand how to use materials, equipment, and processes in the library.

**ESSENTIAL POSITION DUTIES****% Time****1. Public Service-Reference****65%**

- Provides reference service by assisting library patrons, in person, on the phone, via email, and in real time in locating materials or information to meet their informational needs. Instructs individuals in the use of the public catalog, online databases, the internet, library materials and equipment and in library policies and procedures, which may occur on a one-to-one or group basis.
- Provides readers' advisory and reference services by recommending appropriate print and online resources to patrons as requested.
- Ensures the provision of excellent customer service to patrons utilizing the Reference area and its services. Handles customer suggestions and complaints in the Reference area in the absence of department manager and/or librarian-in-charge. Explains library policies and overall service philosophy to concerned customers. Refers incidents when appropriate and/or necessary.
- Initiates referral efforts and interlibrary loan request if the material is not available at WPPL.

**2. Collection Development****30%**

- Oversees the Collection Development of print, audio/visual and electronic resources for our patrons. Maintains a quality collection through appropriate selection of new materials from a variety of resources and thorough weeding.
- Markets the assigned collection area through in-house displays and printed materials. Utilizes electronic promotion through web page visibility and the utilization of new technologies such as social networking to optimize the publicity of the collection.
- Suggests, creates and implements programs relating to the assigned collection area.

**3. Administrative Responsibilities****5%**

- Records survey data on the number and type of Reference information requests received and materials used, as required.
- Compiles booklists, bibliographies, and special interest lists or materials as marketing tools, as requested.
- Completes reports and special projects, as requested.

**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: \_\_\_20 lbs. \_\_\_

**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