

TITLE	Reference Senior Associate
CLASSIFICATION	Grade 310, Facilitator/Associate Tier, Non-Exempt
HOURS	Part Time (16 hours per week). Evening and weekend hours required on a rotation basis and as needed. Required to adapt to future schedule changes, given departmental and library-wide needs.

REQUIREMENTS

Education/Experience

BA/BS required. Library or other relevant experience preferred.

Knowledge/Skills

Knowledge of basic print and online reference sources required. Experience in searching the Internet required. Familiarity with computers and considerable computer comfort is essential. Proficient verbal, writing, and interpersonal skills are required. Ability to communicate effectively and to function effectively in a team-oriented environment is critical. Good public service skills are a must. Cultural literacy, i.e., a broad knowledge base, is essential.

Working Conditions

Work is performed primarily in the library. Travel to occasional meetings or speaking engagements outside the library. Lifting and moving of light library materials and equipment is expected.

REPORTS TO **Reference Services Manager**

POSITION(S) SUPERVISED **None**

BRIEF DESCRIPTION

BASIC SUMMARY

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: **1) helping patrons determine their alternatives, locate materials or information, and understand how to use the materials, equipment, and processes in the library, and 2) providing accurate, timely information, materials, and referrals in a courteous and expedient manner.**

ESSENTIAL POSITION DUTIES**% Time****1. Provides courteous, accurate, and responsive direct reference service (70%)**

- Provides reference service by directly assisting library patrons, in person, on the phone, via e-mail, and in real time in finding materials or information to meet their informational and recreational needs.
- Instruct individuals in the use of the public online catalog, the online databases provided by the library and/or OPLIN, the Internet, library materials and equipment, and in library policies and procedures. This may be on a one-to-one or group basis, including school visits and other tours. May be asked to teach computer classes
- Provides readers' advisory services by recommending appropriate reading/viewing materials to patrons, when asked. May be asked to give book talks.

2. Performs support/auxiliary reference services (30%)

- Selects and deselects materials for specific areas of the collection, as required or assigned.
- Suggests, creates and implements programs relating to the assigned collection area.
- Initiates referral efforts or interlibrary loan requests if the information needed is not available in Porter Public Library.
- Maintains all necessary statistics concerning the number and type of information requests received and materials used, as required.
- Compiles booklists, bibliographies, and special interest lists or materials, as requested. Indexes library resources as needed.

3. Communication and Teamwork Ongoing

- Serves as a positive (member/leader) of the (department) 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 (department) through (memberships, trade materials, associations, etc).
- Performs miscellaneous related duties as needed by the library and assigned by the (department supervisor/manager/director).

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