

CITY OF ELKHORN

POSITION TITLE: Reference Associate **FLSA:** Non-Exempt
DEPARTMENT: Library **REPORTS TO:** Adult Services Librarian
UNION AFFILIATION: Yes **DATE:** September, 2014

Purpose of Position

Under supervision of the Adult Services Librarian and Library Director, the Reference Associate oversees activity at the Information/Reference Desk, supporting a wide range of reference services and performs other library duties as required.

Essential Duties and Responsibilities

- Maintains a regular desk schedule, answering the telephone and responding to all questions (phone and in person) to patrons of all ages.
- Provides Reader's Advisory service and in-depth Reference service to library patrons.
- Provides instruction in the use of the online library catalog (SHARE), Internet use, library databases and other resources. Databases include Badgerlink, Overdrive, ReferenceUSA, Powerspeak Languages and others.
- Assists patrons with use of the microfilm machine and other library equipment including our Print & Reservation Station for the internet.
- Assists patrons in locating desired materials on the shelf.
- Assists in the development of promotional materials such as bookmarks and displays, and coordinates the publicity for library programs with the Adult Services Librarian including press releases and website updates.
- Assists librarians with collection development, ordering large print and audio book fiction.
- Manages the Sentry Receipts Program.
- Performs other library tasks as assigned by the Adult Services Librarian.
- Assists with Interlibrary Loan activities.
- Other duties as assigned.

Knowledge and Abilities

- Excellent communication skills, including telephone skills. An approachable, friendly and helpful manner is essential.
- Knowledge of library reference materials and resources.
- Intermediate computer knowledge and internet searching skills, preferably including knowledge of the online catalog and Microsoft Office products.
- Ability to handle stressful situations dealing with the public including irate or difficult patrons with a calm and professional demeanor.

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- Ability to develop and maintain a positive working relationship with coworkers and library patrons.
- Familiarity with, and ability to enforce, library policies and procedures.
- Familiarity with basic office equipment such as photocopy machines, printers, telephones, microfilm machine, fax machine, etc.
- Ability to work within a confidential environment.
- Ability to maintain a regular schedule which includes daytime, evening and weekend hours.

Physical Demands

- Ability to remain standing and/or sitting for long periods of time.
- Sitting, standing, kneeling, climbing and walking.
- Bending, twisting and reaching.
- Talking and hearing, using the telephone.
- Lifting and carrying up to 50 pounds.
- Pushing and pulling objects weighing up to 200-300 pounds on wheeled cart.
- Handling, fingering, writing, sorting, shelving and keyboarding.
- Far vision at 20 feet or further. Near vision at 20 inches or less.

Mental Requirements

- Communication skills: effectively communicate ideas and information in written and oral form with the public and the staff.
- Reading skills: effectively read and understand information in memos, reports, email, manuals, etc.
- Comprehension skills: ability to understand and follow instructions in oral or written form.
- Creative decision-making skills: effectively evaluate and make independent decisions based on experience, knowledge and training.
- Problem-solving skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems; refer problems to Supervisor or Library Director when necessary.
- Time management: Ability to set priorities and arrange work flow in order to meet assignment deadlines.

Work Environment

- Indoor work environment.
- Flexible work hours including daytime, evening and weekend hours.

Education and Experience

- High school diploma or GED.

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- College degree preferred, BA, LTA (Library Technical Assistant), Grade 3 certification or MLS, or a student currently enrolled in college pursuing a degree. Preferably a student who has completed a reference course.
- Previous library experience preferred but not required.

Applicants will be asked to

- Complete a City of Elkhorn employment application.
- Complete an interview with the Adult Services Librarian and Library Director.
- Provide a cover letter, resume and 3 references.

The Matheson Memorial Library is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.