

**DATE PREPARED:** October 2014

**POSITION;** REFERENCE ASSOCIATE---ADULT SERVICES

**CLASSIFICATION:** LIBRARY ASSISTANT III

**REPORTS TO:** ADULT AND TECHNICAL SERVICES COORDINATOR

**BASIC FUNCTION:** The position of Reference Associate---Adult Services provides support to the Adult and Technical Services Coordinator by providing information services to the community, especially to adults and young adults, and completes assignments primarily related to Adult Services.

**SUBORDINATES:** None

**NATURE AND SCOPE:** This position directly reports to the Adult and Technical Services Coordinator. The Reference Associate-Adult Services incumbent provides support for the Adult Services Department by performing a variety of activities. These activities include, but are not limited to, meeting the information needs of patrons, especially adults, young adults and those who work with adults and young adults; providing adult and/or young adult services programming, making recommendations for the selection of materials for the adult and young adult collections; maintaining files; providing reference and computer instruction; and completing related projects as assigned. Assignments may include, but are not limited to, managing Interlibrary loans, managing serials, weeding, programming, website projects, Know-It-Now online reference, and creating informational brochures and bookmarks. The position requires considerable public contact and works closely with other staff. The incumbent generally refers matters of policy or important decision-making to the Adult and Technical Services Coordinator.

### **PRINCIPAL ACCOUNTABILITIES**

Contributes to the overall effectiveness of the Adult Services Department;

Meets the information needs of patrons of the Adult Services department;

Serves patrons in a courteous and business-like manner.

**ESSENTIAL DUTIES OF THE POSITION** (Other duties may be assigned as necessary for the efficient operation of the library system.)

Provides direct public services to patrons including, but not limited to, answering questions and locating materials;

Instructs patrons in the use of the online catalog, databases, computers, digital devices, and the Internet;

Works on temporary and ongoing projects as assigned and assists other staff members in completing assigned projects;

Keeps abreast of local community issues, news and events;

Keeps abreast of trends and advances in the profession.

### **ACCEPTABLE SKILLS, KNOWLEDGE, AND ABILITIES**

Ability to learn library routines, rules, procedures and policies; knowledge of basic library materials, routines and practices, knowledge of the practices and techniques of adult and young adult reference work and knowledge of reference materials and sources for adults and young adults; ability to work with the public of all ages; word processing and spreadsheet skills; ability to use library computer systems; Internet and database search skills; ability to work with limited supervision; adaptability to change; ability to maintain a neat, clean appearance in keeping with the established dress code; ability to communicate well with patrons and to deal with difficult situations effectively; ability to communicate clearly orally and in writing; ability to work effectively with other staff.

### **REQUIREMENTS AND QUALIFICATIONS**

An undergraduate degree from an accredited college or university required. Demonstrated customer service skills and a commitment to excellent public service required. Basic knowledge of online searching and experience working with computers required. Must be able to meet the flexible scheduling requirements of the library. Ability to perform the essential duties of the position required. Possession of a valid driver's license is required.