

**OREGON PUBLIC LIBRARY
REFERENCE ASSISTANT**

Classification: Non-Exempt

GENERAL STATEMENT OF POSITION: Under the supervision of the Adult Services & Outreach Librarian, this position is responsible for identifying and interpreting user needs and providing in-depth reference, reader's advisory, technology training, and other assistance to library patrons.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The following duties are normal for this position. Examples of the specific tasks include but are not limited to the following:

- Works public services desk; provides accurate reference and other information using both print and electronic resources; assists library users in-person, by phone, and by e-mail; supervises public use of collection, technology and facility; responds to material requests from other system libraries; maintains work area and equipment; assists and trains library users with use of technology; accurately gathers statistics.
- Performs general circulation duties including checkin, checkout, collecting fines & fees, registering users, placing holds on materials for patrons, maintaining the hold shelf and processing holds to/from other libraries.
- Answers telephones providing information and directing calls as appropriate.
- Assists users in locating library materials and with use of the library catalog, online databases, computers, photocopier, and all other library equipment and resources.
- Responsible for opening and closing routines.
- Contributes to the Adult Team meetings and planning.
- Special duties may include: assisting with and leading programs; managing assigned area of collection; processing local history requests; and data processing tasks.
- Promotes library programs and services.
- Performs other related work as required.

KNOWLEDGE AND ABILITIES:

- Ability to listen for understanding and ask clarifying questions.
- Designs promotional materials for library events, brochures, resources, signage and book displays.
- Operate and troubleshoot a variety of office equipment including personal computer, photocopier, scanner, microfilm reader, e-readers and printers.
- Ability to learn pertinent computer programs (or software) and to effectively use them to perform assigned duties.
- Ability to follow detailed directions.
- Ability to operate library business equipment properly.
- Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
- Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, peers and supervisors.
- Keyboarding and filing ability.
- Willingness to maintain skills in above-mentioned areas through active participation in appropriate continuing education activities.
- Working knowledge of English grammar and spelling.
- Maintains confidentiality of patron information.

- Works cooperatively with other departments.
- Understands and follows all Village and Library policies and procedures.

MENTAL REQUIREMENTS:

- Ability to comprehend and interpret a variety of documents including computer manuals, library catalogs and reference materials.
- Ability to prepare a variety of documents including bibliographies and statistical reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to record and deliver information, explain procedures, and follow instructions.
- Ability to use and interpret library terminology.
- Ability to communicate effectively with library users, volunteers, staff, representatives of other libraries, the general public, and others verbally and in writing.
- Ability to work effectively in a team-oriented environment.
- Ability to apply problem solving and critical thinking skills.
- Ability to perform basic math skills.

PERSONAL ATTRIBUTES:

- Displays interest in continued learning and professional improvement.
- Possesses complete personal and professional integrity and honesty and have a genuine sense of professional ethics.
- Strong verbal and written communication skills.

PHYSICAL REQUIREMENTS OF THE POSITION:

- Remaining stationary: remaining in stationary position
- Moving: moving about the library
- Talking and hearing: use of the telephone.
- Far vision at 20 feet or further; near vision at 20 inches or less (with correction).
- Lifting and carrying: 50 pounds or less.
- Handling: processing, picking up and shelving books.
- Fingering: typing, writing, filing, sorting, shelving, and processing library materials.
- Pushing and pulling: objects weighing 60-80 pounds on wheels.

EQUIPMENT USED:

- Computers and software programs, printers & copiers, cash register, calculator, telephone, microfilm reader, audio-visual equipment, tablets, e-readers and projectors.

ENVIRONMENT/WORKING CONDITIONS:

- Ability to work effectively in a library environment.
- Ability to work flexible hours, including evening and Saturday hours.

QUALIFICATIONS:

- Bachelor's degree and one year of public library experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.
- Must have varied and sophisticated computer-related skills including Internet and database searching, and familiarity with numerous software programs