

**ASHTABULA COUNTY DISTRICT LIBRARY  
POSITION DESCRIPTION**

<b>DATE:</b>	<i>July 2018</i>	<b>SALARY RANGE:</b>	<i>\$12.00-\$17.40 hour</i>
<b>DEPARTMENT:</b>	<i>Reference Services</i>	<b>HOURS OF WORK:</b>	<i>21 hours +/-</i>
<b>POSITION:</b>	<i>Reference Assistant</i>	<b>LOCATION:</b>	<i>Ashtabula Library</i>
<b>CLASSIFICATION:</b>	<i>Library Associate I</i>	<b>LENGTH OF JOB TRAINING:</b>	<i>90 / 180 Days</i>
<b>IMMEDIATE SUPERVISOR:</b>	<i>Reference Coordinator</i>	<b>OVERALL SUPERVISOR:</b>	<i>Ashtabula Branch Manager/Director</i>

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**ESSENTIAL FUNCTIONS:**

- Assist patrons with requests for information, both in-person and through digital means, through direct assistance and general instruction in the use of the public catalog, ACDL collections, and use of reference sources.
- Assist with the operation of interlibrary loan at the Ashtabula Library.
- Assist with the maintenance/development of the Ashtabula Library reference collection, including State of Ohio documents, genealogy and local history collections.
- Assist with collection development of non-fiction collection.
- Assist with recording and reporting accurate statistics for Reference Services.

**QUALIFICATIONS:**

**A. Education/Experience:** Four-year college degree from accredited institution is preferred; however, other equivalent combinations of education, knowledge and demonstrated ability to perform the essential duties and responsibilities may be substituted.

**B. Knowledge of and Abilities:**

- Knowledge of the basic principles, procedures, technology and materials of library science, including library classification systems, interlibrary loan procedures and user education, as well as information sources in various formats;
- Knowledge of basic reference sources located in public libraries;
- Knowledge of office machines/practices and technology including keyboarding and computer applications such as word processing, database management, spreadsheets, web browsers, mobile applications, and file servers;
- Solid understanding of information search techniques;
- Familiarity with basic principles of mobile devices and apps;
- Excellent oral/written communication skills including the ability to establish/maintain harmonious relationships with customers, visitors, staff and supervisors;
- Strong troubleshooting skills;
- Ability to work independently and without supervision in the attainment of library objectives as they affect reference services;
- Knowledge of public relations as it affects library operation and public perception;
- Strong attention to detail in creating and maintaining records and statistics;
- Willingness to participate in continuing education by attending seminars and workshops, in person or online.

**C. Desirables:**

- Familiarity with materials and practices regarding local history and genealogy research.
- Ability to work with all age groups.
- Knowledge of techniques of the reference interview.

**EQUIPMENT AND EFFORT REQUIRED:** Ability to operate equipment listed: telephones, fax, copier, microfilm machine, scanner, personal computer (PC), mobile devices, public access catalog (PAC), and printer. Ability to change positions frequently from sitting at desk (50%) to moving about the library floor in assisting patrons (50%). Manual dexterity for handling reference forms and supplies. Ability to use and file items in cupboards/cabinet up to five feet in height. Ability to move items and materials up to 30 pounds in weight and push carts weighing up to 60 pounds.

<b>PHYSICAL EFFORT AND STRESS:</b>	<b>HIGH</b>	<b>MEDIUM</b>	<b>LOW</b>	<b>NONE</b>
Lifting		X		
Walking	X			
Standing	X			
Climbing			X	
Visual	X			
Limited movement or change of position	X			
Bending		X		
Stretching			X	

**ILLUSTRATIVE DUTIES (95% of work time):**

- Assists telephone, online, and walk-in patrons with requests of information and locating library materials.
- Assists patrons at the public Internet terminals, printers, fax, scanner, and other library technology.
- Assists in maintaining adult non-fiction and reference materials, including non-print resources.
- Assist in the selection of reference materials, including State of Ohio documents and the local history collection.
- Assists in the development of technology-based reference sources.
- Assists in the preparation of reference statistics.
- Assists in the maintenance of a variety of reference files.
- Assists in the maintenance of reference equipment as well as ordering office equipment/supplies.
- Keeps informed of current trends and new professional techniques through attendance at workshops, seminars, and online training.
- Provide basic patron education in the use of the Internet and online resources.
- Monitors the Reference department email to ensure that messages are addressed in a timely, professional manner.

This job description is illustrative of the types of duties typically performed by this job. It is not intended to be an exhaustive listing of each and every essential function of the job. Because job content may change from time to time, the ACDL reserves the right to add and/or delete essential functions from this job at any time.

**ADDITIONAL DUTIES (5% of work time):**

- Assists in the training/supervision of volunteers as well as temporary employees at the Reference Desk.
- Assists in the promotion of reference services in the community through assisting in library tours and programs.
- Assist in the processing of interlibrary loan requests.

**ACCOUNTABILITIES:**

- Work cooperatively with other staff to provide quality reference and information services to library patrons.
- Demonstrates initiative, self-motivation, and enthusiasm for accomplishing work tasks.
- Exhibits thorough knowledge of library policies and procedures.
- Within the parameters of the position, answers reference questions thoroughly, efficiently, and courteously.
- Apprises professional Reference Staff of reference questions requiring additional research.
- Fills requests for materials promptly and processes interlibrary loan requests in a timely manner.
- Assists in the ongoing evaluation of the Reference and non-fiction collections and makes recommendations for the purchase of additional materials to the Reference Coordinator.
- Maintains accurate reference statistics.
- Ability to use library application software as required.
- Rules are applied equally to all patrons.
- Recognizes and respects the diversity of the workforce and customers.
- Confident in handling and respecting Intellectual Freedom/First Amendment rights of others.
- Judgment and discretion demonstrated in patron interactions especially in maintaining the confidentiality of patron information as needed.
- Keeps Reference Coordinator informed of problems, developments, concerns, etc.

**EVALUATION:** To be performed annually by the immediate supervisor and who will base evaluation on the job description, observation, and review of work completed and results achieved.