

# LIBRARY REFERENCE ASSISTANT

*The eligible list resulting from this examination may be used to fill similar City of Milwaukee Positions.*

The Milwaukee Public Library is committed to providing the highest quality of service to internal and external customers. In meeting this commitment, employees are expected to be knowledgeable, competent, dependable and courteous in the performance of their job responsibilities and to work cooperatively as part of a team. The incumbent takes advantage of opportunities to build both public understanding and support for libraries within the community. Employees are expected to be adaptable in a highly dynamic work environment.

**PURPOSE** of this position is to provide basic reference and readers' advisory services to customers in person and by telephone and to perform a variety of off-desk duties, which affect the quality of service to the public. Each Library Reference Assistant works under the general supervision of a Library Branch Manager in the Neighborhood Libraries Bureau or under a Subject Coordinator at the Central Library of the Milwaukee Public Library.

## **ESSENTIAL FUNCTIONS:**

- Provides basic reference and readers' advisory assistance in person and by telephone to adults, young adults and children
- Answers directional inquiries and locates requested materials
- Searches indexes, bibliographies and other reference sources in response to patrons' requests
- Retrieves requested materials
- Determines availability of materials by using the library online catalog, databases and print indexes
- Instructs customers in the use of technology, including online catalog, databases, Internet as well as print indexes and other relevant reference sources
- Assists the public with self service resources including checkout, e-commerce, online registration, holds, photocopiers, printers, computers, and software applications
- Assists librarians with materials selection, weeding and collection development
- Assists librarians in planning, scheduling and delivering programs to customers
- Creates and maintains various files and indexes
- Provides technical support and assistance to staff and public, such as simple maintenance and basic troubleshooting of computer, printers, fax and photocopiers. May serve as agency computer contact person for Technical Services
- Fills in as requested at other system libraries
- Dependent upon assignment, serves as needed as staff person in charge of opening and closing the library
- Performs other duties as assigned

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.*

## **MINIMUM REQUIREMENTS:**

1. Bachelor's Degree in social or natural science, business, education or related field of study from an accredited college or university.

**NOTE:** *Students in their final year in school may be admitted to examinations requiring a degree but may not be hired until the degree has been completed.*

**Copies of transcripts should be submitted with application or sent to the City of Milwaukee, Department of Employee Relations, Attention: Katrina Whittley, 200 E. Well St, Room 706, Milwaukee, WI 53202. (Student copies are acceptable.)**

2. Completion of a three credit reference course from an accredited college or university within one year of appointment.
3. Residency in the City of Milwaukee within six months of appointment and throughout employment.

**KNOWLEDGE, SKILLS and ABILITIES:**

- Excellent customer service skills
- High level of interpersonal skills and ability to work effectively as part of a team
- Suitability for public service; is tactful, obliging, has good judgment, knowledge of telephone etiquette
- Strong communication skills
- Problem solving skills
- Knowledge of and interest in books and bibliographic tools
- Knowledge of and ability to use electronic reference sources commonly found in a library; the on-line catalog; databases and Internet resources
- Ability to perform detailed work of a technical nature accurately, quickly and with the exercise of independent judgment
- Knowledge of and aptitude for utilizing computers with Microsoft Office products and other technologies
- Ability to lift, transport and/or move objects weighing up to 50 pounds

**THE CURRENT PAY RANGE (504) IS:** \$35,363 to \$40,836 annually with excellent benefits.

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: education and experience evaluation; written, oral or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

**THE EXAMINATION** will be held as soon as practical after **February 11, 2011**. Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time and place of the examination.

**APPLICATION** and further information can be obtained in person or via mail from the City of Milwaukee, Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee, WI 53202-3554, online at [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs), or by calling (414) 286-3751.