

LIBRARY REFERENCE ASSISTANT

THE PURPOSE of this position is to provide basic reference and readers' advisory services to customers in person and by telephone and 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 Library and Extension Services Bureau or under a Subject Coordinator at the Central Library of the Milwaukee Public Library.

ESSENTIAL FUNCTIONS:

- Provide basic reference and readers' advisory assistance in person and by telephone to adults, young adults and children.
- Answer directional inquiries and locate requested materials.
- Search indexes, bibliographies and other reference sources in response to patrons' requests.
- Retrieve requested materials.
- Determine availability of materials by using the library online catalog, databases and print indexes.
- Instruct customers in the use of technology, including online catalog, databases, Internet as well as print indexes and other relevant reference sources.
- Assist librarians with materials selection, weeding and collection development.
- Assist librarians in planning, scheduling and delivering programs to customers.
- Create and maintain various files and indexes.
- Assist librarians in simple maintenance and troubleshooting of computers and audio-visual equipment.
- Fill in as requested at other system libraries.
- Dependent upon assignment, serve as needed as staff person in charge of opening and closing the library.
- Perform other duties as assigned.

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.

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 other field of study from an accredited college or university.
2. Continued employment is contingent upon completion of a course in basic reference skills 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 & ABILITIES REQUIREMENTS:

- Strong customer service and interpersonal skills.
- Ability to work effectively with staff and the public to assure good relations.
- Strong communication and problem solving skills.
- Knowledge of and interest in books and bibliographic tools.
- Knowledge of and ability to use computers, on-line library catalog and the Internet.
- Ability to perform basic functions on word processing programs such as Microsoft Word.
- Ability to search bibliographic databases commonly found in a library.
- Ability to perform detailed work of a technical nature accurately and quickly.

THE CURRENT SALARY RANGE (504) IS: \$33,316 to \$38,474 annually with excellent benefits. Recruitment is normally at the beginning of the pay range.