

**Position Title:** Reference Assistant  
**Position Status:** Part-time. Hourly.  
**Appointing Authority:** Library Director  
**Supervisor:** Head of Youth Services and/or  
Adult Services Team Lead



### **MISSION**

The Whitefish Bay Public Library, as a cornerstone of the community, is dedicated to connecting people of all ages, inspiring a love of learning and providing easy access to ideas, information and resources.

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### **GENERAL PURPOSE**

The Patron Services Assistant will

- Support the Head of Youth Services and/or Adult Services Team Lead in the provision of library services to the Whitefish Bay community and all library patrons.
- Uphold the Whitefish Bay Public Library's Mission Statement and Guiding Principles
- Provide service that meets those standards.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Direct Patron Duties**

##### Computers, Technology and Databases

- Instruct and assist patrons on CountyCat and interpret the MCFLS shared system to them.
- Instruct patrons on library subscription databases, BadgerLink, and library recommended websites.
- Assist patrons with basic computer questions.

##### Patron Service

- Staff the youth or adult services desk and provide patron service as directed by supervisor(s).
- Contribute to a positive, helpful, friendly, inviting environment for library users and maintain a level of excellent patron service.
- Maintain confidentiality of library patron information.
- Monitor patron behavior in assigned department.

##### Policies & Procedures

- Act as "Staff in Charge" of Library when designated.
- Follow Library, MCFLS, and ILL policies and procedures.
- Interpret policies and procedures to patrons as needed.

##### Programming

- Assist with programming on a recurring basis, including special events and Summer Reading Program.
- Assist with program support projects (ex. craft preparation).
- Assist with displays and signage.
- Assist with creation of library brochures as needed.
- Assist with creation of instructional guides for library services, maintain and update as needed.

##### Reader's Advisory

- Interact with patrons in person, over the phone, and via email using positive customer service skills.
- Use patron interview techniques to locate appropriate information resources in various formats.
- Follow up with patrons to be sure they find what they need as appropriate.

#### **Library Duties**

##### Collection Development

- Assist in collection development and maintenance, under general supervision.

### Continuing Education

- Maintain skills through active participation in appropriate continuing education activities.

### Teamwork

- Act as a team player and maintain positive interpersonal relationships with co-workers.
- Maintain a professional demeanor along with excellent communication skills and contribute to the overall wellbeing of the workplace.
- Attend and participate in staff meetings when required.
- Perform other duties as assigned.

### Timeliness

- Arrive to work on-time
- Remain on task by assisting patrons and completing assigned projects.
  - Assigned projects to be done during desk hours may be in the areas of reader's advisory, collection development, processing, or database maintenance.
- Work regular evening and weekend shifts.
- Complete opening/closing procedures depending on shift scheduled

### Straightening

- Keeps assigned department in orderly fashion by straightening bookshelves, tables, chairs, and other items at regular intervals.

### **MINIMUM QUALIFICATIONS**

- Education: Bachelor's degree
- Experience working with the public in a customer service position

### **KNOWLEDGE/SKILLS/ABILITIES**

- Excellent communication and interpersonal skills with all ages.
- Ability to follow verbal and written instructions.
- Ability to work independently.
- Ability to work cooperatively and courteously with others.
- Ability to problem solve and make sound decisions.
- Ability to remain flexible and adapt to change in the work environment.
- Ability to manage time and complete duties on task.
- Ability to work with a diverse population.
- Working knowledge of computer applications, internet searching skills and ability to discern reliable website information.
- Excellent communication skills and ability to effectively interpret patron needs and multi-task with ease.
- Some knowledge of current library principles, materials, practices, and patron service preferred.
- Knowledge of authors, books, and genres for reader's advisory preferred.
- Ability to operate all items listed under Tools and Equipment.

### **TOOLS AND EQUIPMENT USED**

Automated shared resource system (CountyCat), networked personal computer and peripherals, MS Office and other job related software, printers, copy machine, scanner, telephone, calculator, paper cutter, laminator, elevator and carts.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This position requires the employee to frequently walk, sit, and talk or hear. The employee is occasionally required to use hands to finger, handle, feel and/or operate objects, tools or controls. The employee is

occasionally required to reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch or crawl.

The employee must occasionally lift and/or move up to 25 pounds and push/pull carts on wheels weighing 300-400 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Work is performed primarily in a library environment. The noise level in the work environment is usually quiet to moderately noisy.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.**

**The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Library Director: \_\_\_\_\_ Date: \_\_\_\_\_