

CITY OF BEAVERTON

Library Reference Assistant

General Summary

Perform para-professional library reference services to library patrons including reference, referral and readers' advisory.

Key Distinguishing Duties

Conduct routine, moderately complex reference/research in response to patrons' inquiries.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Provide reference response to patrons' questions. Provide quick and accurate answers using appropriate reference techniques in a professional non-judgmental manner. Refer difficult questions to librarian.
2. Refer patrons to appropriate agencies when necessary.
3. Instruct patrons in basic use of collection, including databases and electronic resources, and help to prepare bibliographic/informational materials. Instruct and assist patrons in use of library provided tools, such as word processors, printers and microfilm.
4. Keep abreast of current resources within the library area.
5. Perform on-line reference searches when appropriate.
6. Place holds on library materials and process inter-library loan renewals.
7. Maintain reference statistical data, reports and create displays.
8. Participate in department/division/section operational processes including procedure development and implementation.
9. Assist or provide programs and presentations such as story times and tours.
10. Support the Library volunteer program. Assist with volunteer training, coaching, and directing as needed.
11. Participate in department/division/section operational processes including procedure development and implementation.

12. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution.
13. Produce an acceptable quantity and quality of work that is completed within established timelines.
14. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
15. Serve as a model for accomplishing the City's vision and goals. Model and promote an environment that supports the highest quality results.
16. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to the safety of self, co-workers and the general public.
17. Participate in the City Emergency management program including classes, training sessions and emergency events.
18. Follow standards as outlined in the Employee Handbook.
19. Support and respect diversity in the workplace.

Other Functions

1. Troubleshoot equipment. May train others.
2. Serve on or provide support to a variety of committees, tasks forces and advisory groups as assigned.
3. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Working knowledge of library classification systems.
- ◆ Working knowledge of basic reference tools in print and on-line.
- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Excellent knowledge of English grammar, spelling and usage.

Skills/Abilities Required

- ◆ Ability to participate on a team focused on producing high quality results.
- ◆ Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to apply excellent internal and external customer service skills.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to make presentations and develop reports that may include technical information.
- ◆ Advanced ability to use a keyboard, word-processing & spreadsheet programs, the Internet or other application software as required for position.

- ◆ Strong ability to use library equipment including typewriter, adding machine, copier, microfiche/microfilm readers and printers.
- ◆ Strong ability to search bibliographic databases and identify appropriate records.

Minimum Qualifications Required for Entry

Bachelor's degree and some experience in a library setting in reference or related services or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

Some positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Working Conditions

Daily focus on a computer screen; daily use of a keyboard or similar device; precise control of fingers and hand movements; weekly dealing with distraught or difficult individuals; daily crouching, crawling, kneeling, lifting, stooping, bending, reaching and standing for 30 minutes at a time; weekly lifting, moving or carrying objects between 20 and 50 pounds; use step stool to reach high shelves; regular evening, weekend and holiday work; occasional operation of a motor vehicle on public roads.

Classification History

As of 10/97: Library Assistant

Revised: 1/98

New class specification title 1/98: Library Reference Assistant

Revised: 11/07

Revised: 1/1/09

Status: SEIU

FLSA: Non-exempt

Department Head Signature

Human Resources Signature

Date

Date