

REFERENCE ASSISTANT I

General Description:

The BWML Reference Department conducts in-depth research for patrons in various fields such as local history, genealogy, current events, statistics, and much more. A Reference Assistant I is responsible for providing friendly and effective assistance to library patrons in the use of Library Resources (reference, nonfiction and digital collections) and Technology (public and private computers, tablets, and smartphones). Emphasis is placed on patron service, teamwork, and fulfilling the BWML Mission to provide “enrichment, education, and escape for everyone.”

Duties and responsibilities:

The primary responsibility of this position involves responding to patron information needs on the Reference Desk. Familiarity with evolving digital and physical collections is paramount. Specific responsibilities include:

- Provides information retrieval for patrons upon request.
- Familiarity with the content and arrangement of the non-fiction, reference, and local history collections.
- Adept at wielding the Online Patron Access Catalog (OPAC), library website, digital platforms, and subscription databases.
- Able to instruct patrons in proper desktop and mobile computer function, regardless of the device, operating system, or content desired.
- Assist patrons with the use of library equipment (Photocopy machine, microfiche, computers, self checkout, etc.)
- Help patrons book and mediate meeting rooms
- Maintain the esthetics of the 2nd floor by fluffing displays, tidying furniture, attending to the reading deck, etc.
- Maintain confidentiality and privacy of user records, and diligently observe the American Library Association Code of Ethics.
- Performs tasks as required by the Reference Librarian

Results:

- Patrons are awed by the quality, timeliness, and level of research performed. They are delighted by the service and return to the library often, wanting more.
- All staff who serve the public have strong print and electronic reference skills. They are able to effectively handle most reference questions professionally, efficiently, and with compassion.
- The environment is one of collaboration and openness to change. Patrons are *comfortable* here.

- The library is welcoming and efficient. Patrons *choose* to be here.

Minimum qualifications: Bachelor's Degree Preferred.

Knowledge and Abilities: Ability to learn library procedures and practices. Ability to maintain effective working relationships with other employees. Ability to deal tactfully and courteously with the public. Ability to communicate effectively (written and oral). Ability to use computers comfortably and effectively for general office functions and information retrieval.

Working conditions:

Requires working evenings and weekends. May require some lifting (up to 40 lbs) and occasional long-term standing. Many hours in front of a computer.

Revised: August 2021