

Reference Technician – Adult Services
Labor Grade 9 (\$11.50 - \$15.50)

Description:

The Reference Technician - Adult is primarily responsible for providing reference and readers' advisory service to patrons of all ages, with emphasis on adults. The Reference Technician - Adult also assists with collection development and adult programming.

Department: Adult Services

Reports to: Director

Positions Supervised: None

Minimum Qualifications:

- Minimum of two year of college, bachelor's degree preferred, and appropriate experience.
- Must have excellent customer service and interpersonal skills.
- Strong technology skills.

Requirements:

- Ability to communicate effectively, both in written and verbal format.
- Ability to meet and deal with people effectively and maintain confidentiality.
- Ability to learn reference materials and techniques.
- Ability to learn the principles and practices of library work.
- Ability and willingness to learn and use current technology.
- Able to work a flexible schedule, including evenings and weekends.

Responsibilities:

- Answers reference questions and provides readers' advisory service.
- Assists patrons with technology, including teaching basic computer classes.
- Provides patrons with e-media assistance.
- Assists with collection development, especially weeding.
- Creates displays and helps market collection.
- Provides adult programming. May provide outreach/homebound services.
- Overall responsible for building in absence of management team.
- Maintains patron confidentiality.
- Effectively communicates with patrons and co-workers.
- Performs other duties as required.