

Alpha Park Public Library District

Job Description

Reference Department Head



Reports to the Library Director

Department: Reference

Classification: Exempt, regular full-time, hourly

General Statement

Under the direction of the Library Director, the Reference Department Head supervises three direct reports and ensures a high level of patron engagement and excellent customer service for patrons using reference services. These include reader's advisory, planning and implementing adult programming, and providing direct assistance to patrons using computers and electronic devices. The Reference Department Head has experience with the "reference interview" for a diverse patron base, and is able to teach this skill to direct reports. They are fluent in policies and procedures and are comfortable communicating these to staff and patrons alike. The Department Head will work to create department specific procedures.

Responsibilities

- Creates, implements, oversees, and evaluates all adult programming
- Fluent in use of databases and online resources
- Hires and develops exceptional talent
- Innovation and development in marketing applications as well as a comprehensive marketing plan
- Management of E-Blasts and digital promotional information
- Recognition, advocacy, and support of library trends and developments
- Management of direct reports, including the establishment and maintenance of work schedule for entire department
- Promotes literacy engagement throughout the library community
- Actively engages in professional development and promotes development of direct reports
- Assists in inter-department coverage if needed
- Other duties as assigned

Qualifications and Education

- MLIS strongly preferred; other education & work experience considered
- Ability to prioritize, delegate, supervise, and manage a diverse staff
- Displays cultural competency when dealing with people from all ages and backgrounds
- Experience and proficiency with a variety of computer software and applications (Microsoft Suite, Social Media Apps, SirsiDynix, Adobe, Photoshop, and Acrobat)
- Two to Three years' experience working in a public library setting

Working Conditions

- Occasional evenings and weekends expected
- Ability to move and steer full book carts
- Ability to lift 50lbs with assistance
- Standing/sitting for extended periods of time; ability to move safely and easily from sitting to standing

Alpha Park Public Library District

Job Description

Reference Specialist



Reports to Department Head

Department: Reference

Classification: Non-exempt, regular full-time, hourly

General Statement

Under the direction of the Reference Department Head, the Reference Specialist actively pursues patron engagement exemplifying excellent customer service for patrons using our reference services. These include reader's advisory, performing instructive and entertaining learner based and demand driven programming, and providing direct assistance to patrons using computers and electronic devices. Thorough experience with and able to conduct the "reference interview" to a diverse patronage. The Reference Specialist is aware of the library policies and procedures and are comfortable communicating these to staff and patrons alike.

Responsibilities

- Familiar with online databases, informational resources, and reference best practices
- Provides direct patron assistance with computer use, digital resources, and all other Reference inquiries
- Works directly with the Department Head to craft and design newsletters, program advertisements, social media posts, etc.
- Process patron requests, including interlibrary loan materials
- Recognition, advocacy, and support of library trends and developments
- Assists in inter-department coverage if needed
- Other duties as assigned

Qualifications and Education

- Bachelor's degree preferred, comparable education and experience considered
- Displays cultural competency when dealing with people from all ages and backgrounds
- Experience and proficiency with a variety of computer software and applications for design and marketing purposes (Microsoft Suite, Social Media Apps, SirsiDynix, Adobe, Acrobat, Photoshop, etc.)
- Experience creating, designing, and displaying promotional materials
- Strong and enthusiastic customer service skills

Working Conditions

- Day, evening, and weekend shifts expected
- Ability to move and steer full book carts
- Ability to lift 50lbs with assistance
- Comfortable climbing, jumping, squatting, sitting, and additional physicality involved in library work

Alpha Park Public Library District

Job Description

Reference Assistant



Reports to Department Head

Department: Reference

Classification: Non-exempt, regular part-time, hourly

General Statement

Under the direction of the Reference Department Head, the Reference Assistant actively pursues patron engagement exemplifying excellent customer service for patrons using our reference services. These include reader's advisory and providing direct assistance to patrons using computers and electronic devices. The Reference Assistant is experienced in presenting the "reference interview" to a diverse patron base. They are aware of the library policies and procedures and are comfortable communicating these to staff and patrons alike.

Responsibilities

- Provides direct patron assistance with computer and digital resources
- Processes patron requests for materials including interlibrary loan items
- Familiar with online databases, informational resources, and reference best practices
- May assist in weeding or limited maintenance of online services
- Processes requests for materials using appropriate library applications, including requesting titles not available
- Assists in inter-department coverage if needed including assignment and completion of Youth Services projects

Qualifications and Education

- High school diploma/G.E.D. required; preference given to associates degree or Technician Assistant's Certificate
- Displays cultural competency when dealing with people from all ages and backgrounds
- Experience and proficiency with a variety of computer software and applications (Microsoft Suite, Social Media Apps, SirsiDynix, etc.)
- Strong and enthusiastic customer service skills

Working Conditions

- Regular evenings and weekends expected
- Ability to move and steer full book carts
- Access to reliable transportation
- Standing/sitting for extended periods of time; ability to move safely and easily from sitting to standing