

STILLWATER PUBLIC LIBRARY

POSITION TITLE: Information Services Associate

CLASSIFICATION: Library Associate

REPORTS TO: Information Services Supervisor

STATUS: Non-exempt

PRIMARY OBJECTIVE OF POSITION: Under general supervision, to perform reference services for library patrons and to assist the librarians in planning and providing services, particularly in the area of reference and information services.

ESSENTIAL DUTIES & RESPONSIBILITIES: Performs public services as needed; including greeting patrons assisting them and acquainting them with the services of the library, receiving requests for books and other materials, answering the phone. Performs services for library patrons at the reference desk. Provides reference assistance in person, by telephone, and by mail. Answers reference questions within the limits of available resources; refers questions to the Reference Services Coordinator or through established protocols if the information is not available in the library's collection. Maintains awareness of new reference materials received by the library. Guides and instructs individuals and groups in using the circulating and reference collections. Performs reader's advisory services.

ADDITIONAL DUTIES: Performs other duties as directed.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE: Two years of college plus some library experience or two years of college and library courses, or four years of public service in a public library. Reference service experience preferred.

NECESSARY KNOWLEDGE AND ABILITIES: Knowledge of general library methods and procedures; interest in books and other library materials and ability to become familiar with their contents; knowledge of reference materials and ability to search and answer reference questions; ability to learn classification systems and arrangements; ability to meet the public and assist them in locating materials; ability to establish and maintain effective relationships with others.

PHYSICAL DEMANDS: The physical demands 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. While performing the duties of this job, the employee is frequently required to walk, sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, feel, or operate objects, tools, or controls; and to reach with hands and arms. The employee is occasionally required to climb or balance; stoop; kneel; crouch; or crawl. The employee must occasionally lift and/or move up to 25 pounds. The 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 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 noise level in the work environment is generally quiet.

EQUIPMENT USED: Library computer system; personal computer including word processing and data base management software; calculator; copy and fax machines; telephone.

SELECTION GUIDELINES: Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above 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 the requirements of the job change.