

LIBRARY REFERENCE ASSISTANT

Recruitment #1511-2641DC-001

List Type Original

Requesting Department LIBRARY

Open Date 2/5/2016 11:59:00 PM

Filing Deadline 2/26/2016 11:59:00 PM

HR Analyst La'Neka Horton

PURPOSE

Under the direct supervision of the Branch Manager or Ready Reference Librarian IV, the Library Reference Assistant performs public service duties at the reference desks of their assigned library as well as a variety of non-public duties, which affect the quality of services provided to the public. At branch locations, may serve as needed as the staff person in charge of opening or closing the library.

ESSENTIAL FUNCTIONS

- Assist the public with self-service resources including: photocopiers, printers, computers, software applications, online registration and holds-pickup.
- Provide reference and reader's advisory services both in person, by telephone, e-mail and Instant Message.
- Plan work and determine task assignments, priorities, and appropriate deadlines using a logical approach.
- Work with people of different genders, races, nationalities, cultures, disabilities, and ages.
- Search indexes, bibliographies, and other reference sources in response to patrons' requests.
- Determine availability of materials by using Library online catalog, and databases.
- Provide collection development support, which may include: Reviewing missing lists and other reports through CountyCat, updating location codes, and distributing books.
- Provide technical support and assistance to staff and the public such as simple maintenance and basic troubleshooting of: computers, printers, and photocopiers.
- Refer patrons to other community organizations and functions that may provide additional assistance or support.
- Provide program support for librarian staff including participation in: Planning, scheduling, and the delivery of programs.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. Bachelor's Degree in any major from an accredited college or university.
2. Completion of a three credit reference course from an accredited college or university within one year of appointment.
 - ***IMPORTANT NOTE:*** *To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected.*
 - *Your transcript must be legible and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed.*

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of principles and processes for providing customer services.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge and aptitude for utilizing computers, including typing skills.
- Ability to interact and work effectively with library staff and the public to build and maintain good relations.
- Ability to perform basic reference and reader's advisory work.
- Ability to perform detailed work of a technical nature accurately, and efficiently.
- Ability to understand written sentences and paragraphs in work related documents.
- Ability to practice active listening by giving full attention to what other people are saying, taking time to understand the points being made, and asking questions as appropriate.
- Ability to communicate information and ideas in writing such as reports, business correspondence, emails, and procedure manuals, clearly and effectively to the public and people at all levels of the organization.
- Ability to use logic and reasoning to identify problems and make sound decisions, including situations where only limited information is available.
- Ability to multi-task and respond rapidly and effectively to changing priorities.
- Ability to problem solve, establishing systematic methods of accomplishing goals.
- Ability to work well independently and function as part of a team when necessary.

CURRENT SALARY

The current starting salary (PR5DN) for City of Milwaukee residents is \$36,252 annually, and the non-resident starting salary is \$35,652.

SELECTION PROCESS

The selection process will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **February 26, 2016**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

- *NOTE: The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the ordinance during the time it may take to know whether the Wisconsin Supreme Court will review the case. Once the Supreme Court refuses review or affirms the Court of Appeals decision, the City intends to fully enforce the ordinance. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.*