

# LIBRARY REFERENCE ASSISTANT

Recruitment #1811-2641DC-001

<b>List Type</b>	Transfer/Promotional
<b>Requesting Department</b>	LIBRARY
<b>Open Date</b>	11/14/2018 4:45:00 PM
<b>Filing Deadline</b>	12/7/2018 11:59:00 PM
<b>HR Analyst</b>	Marti Cargile

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## INTRODUCTION

**\*\* THIS POSITION IS OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES ONLY \*\***

## PURPOSE

Under the direct supervision of the Management Librarian or Librarian III, the Library Reference Assistant (LRA) performs public service duties at the reference desk of a branch library or at the Central Library as well as a variety of non-public duties that affect the quality of services provided to the public.

## 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 in person, by telephone, by e-mail, and via Instant Message.
- Plan work and determine task assignments, priorities, and deadlines.
- Search indexes, bibliographies, and other references 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 participating 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.*

## CONDITIONS OF EMPLOYMENT

- Ability to lift items weighing up to 50 pounds on occasion.

## MINIMUM REQUIREMENTS

1. Regular status as City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Bachelor's degree in any major from an accredited college or university.
3. Completion of a three credit reference course from an accredited college or university within one year of appointment.

**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. Official or unofficial transcripts are acceptable. Transcripts are required regardless of whether you are a current City employee.*

## KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of principles and processes for providing customer service.
- Ability to read and understand work-related documents such as manuals, policies, and procedures.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Ability to communicate information and ideas in writing such as reports, business correspondence, email messages, and procedure manuals.
- Oral communication skills to be able to share information with patrons clearly.

- Ability to learn and use job-specific computer programs.
- Ability to perform basic reference and reader's advisory work.
- Ability to perform detailed work of a technical nature accurately and efficiently.
- Ability to sort items accurately in alphabetical and numeric order.
- Interpersonal and customer service skills to be able to interact effectively with staff and patrons.
- 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 work cooperatively in a team-oriented, collaborative environment with people whose backgrounds may differ from one's own.
- Ability to use logic and reasoning to identify problems and make sound decisions.
- Ability to problem solve, establishing systematic methods of accomplishing goals.
- Ability to multi-task and respond rapidly and effectively to changing priorities.
- Ability to maintain accurate work records.
- Honesty, ability to safeguard library resources, and ability to maintain confidentiality.

## CURRENT SALARY

The current salary range (Pay Range 2BN) for City of Milwaukee residents is \$40,419-\$52,391 annually, and the non-resident salary range is \$39,427-\$51,106. *Appointment will be made in accordance with the provisions of the salary ordinance.*

## SELECTION PROCESS

THE SELECTION PROCESS will be job-related and will consist of one or more of the following: evaluation(s) of related education, experience, and accomplishments, written test(s), interview(s), or other assessment methods. The Milwaukee Public Library reserves the right to call only the most qualified candidates to oral exams, performance tests, or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

INITIAL FILING DATE – The selection process will be held as soon as practical after **Friday, December 7th, 2018**. 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. The applicant is responsible for attending all phases of the selection process at the time and place designated by the Department of Employee Relations and/or the hiring authority.

*NOTE: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current City of Milwaukee*

*employees and civilian personnel in MFD and MPD hired through a City Service Commission process who have successfully passed a probationary period for a Civil Service position will be considered. Individuals with exempt, provisional, temporary, or emergency appointments are not eligible for transfer.*

## ADDITIONAL INFORMATION

- APPLICATIONS and further information can be accessed by visiting [www.jobaps.com/MIL](http://www.jobaps.com/MIL).
- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

## CONCLUSION

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The City of Milwaukee values and encourages diversity and is an equal opportunity employer