

TOWN OF COLLIERVILLE, TENNESSEE CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE: REFERENCE ASSOCIATE – ADULT SERVICES

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide a variety of reference and research services to patrons in the day to day operations of the department.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Assist with the facilitation and maintenance of the adult services programming to promote and provide community outreach, as directed; identify programs of interest to our adult community; schedule, coordinate and promote programming by creating and designing flyers, newsletters and displays that are attractive to patrons.

Assist and instruct patrons in the use and operation of computers, various computer programs, and library equipment, databases and materials as necessary to promote and facilitate life-long learning with the use of library resources and services; schedule and coordinate volunteer computer instructors' schedules; create lesson plans and class rosters.

Provide reference and reader advisory services to patrons; encourage the use of materials and services through bibliographies, book talks, displays, electronic documents and other special tools.

Compile and coordinate the gathering of monthly statistics from reference and programming according to established library policies and procedures; work with other departments to support the gathering and reporting of appropriate statistics; investigates and communicates new methods for data collection, analysis and documentation.

Perform customer service functions in person, by telephone, and by mail: provide information/assistance regarding library services, procedures, fees, or other issues; respond to routine questions or complaints; research and investigate problems and complaints and initiates problem resolution.

Responsible for reciprocal borrowing services with Germantown Community Library; submits and monitors ILL requests to the State Library and OCLC WorldShare.

Prepare and/or complete various forms, reports, correspondence, safety records, attendance records, inventory records, work orders, purchase requisitions, purchase orders, statistical reports, spreadsheets, or other documents.

Receive various forms, reports, correspondence, payments, purchase requisitions, purchase orders, attendance records, computer operational guides, policies, procedures, manuals, catalogs, directories, reference and library materials, or other documentation; review, complete, proofread, process, forward or retain as appropriate.

Maintain file system of various files/records for the department; prepares files, organizes documentation, and files documents in designated order; retrieve/replace files; shred/destroy confidential or obsolete documents.

Operate a personal computer, general office equipment, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, desktop publishing, bookkeeping, e-mail, Internet, LCD slide show, or other computer programs; perform basic maintenance of computer system and general office equipment, such as backing up data, website maintenance, or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Communicate with supervisor, employees, volunteers, other departments, Town officials, vendors, customers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Maintain current knowledge of applicable laws/regulations: reads professional literature; maintain professional affiliations; attend workshops and training sessions as appropriate.

Maintain an awareness of proper safety procedures and guidelines and applies these in performing daily activities and tasks.

Attend work on a continuous and regular basis.

ADDITIONAL FUNCTIONS

Assist in library collection development initiatives by searching weekly bestseller and upcoming titles lists for future acquisition by the library and by assessing readers' interests and requests.

Routinely assists with the shelving and re-shelving of specific sections of the library.

Perform general/clerical tasks, which may include answering telephone calls, making copies, sending/receiving faxes, distributing documentation, or processing incoming/outgoing mail.

Assist in developing, updating, and implementing policies and procedures for increased order of the library collection: evaluate efficiency and effectiveness of department operations, methods, procedures, and use of resources; recommend policy changes to enhance workflow.

Coordinate or conduct special projects, including but not limited to monthly Meet the Artist exhibit series, and adult centered library events, as needed.

Provide assistance to other employees, the general public or departments as needed.

May attend Board of Mayor and Alderman meetings and other relevant government and business meetings, where appropriate, outside normal business hours.

Perform other related duties as required.

MINIMUM QUALIFICATIONS

A Degree from an accredited college with major course work in Library Science or a related field; supplemented by two (2) years previous experience and/or training in personal computer operations, office management, office administration, customer service, record management, and area of assignment; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Driver's License.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert moderately physically demanding work which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderately heavy weight (up to 50 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as rude/irate customers.

APPROVALS

James Lewellen, Town Administrator

Jay Jeffries, Director Human Resources

The Town of Collierville, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.