

Fairhope Public Library

Job Description

Reference Library Technician

All employees of the Fairhope Public Library are expected to represent the library in the most helpful, courteous, and professional manner while carrying out their duties and responsibilities efficiently and in an exemplary manner.

Job Summary:

Reference Library Technicians help meet the informational needs of patrons of various ages and abilities. This position requires the ability to interview the patron to determine the scope of the information needed and knowledge of available resources so that requests are answered in a timely manner. It also requires patience, outstanding customer service skills, the ability to teach, research, use the library computer programs and online databases, and a desire to constantly learn new things. The Reference Library Technician reports directly to the Reference Department Head and the Director of the Library.

Duties and Responsibilities:

- Creates a positive experience for patrons through professional and courteous behavior and creative, effective problem resolution.
- Interacts with patrons of all ages assisting patrons and callers with routine questions, directing them to appropriate areas or staff, and explaining library policies and procedures as needed.
- Answers the Reference desk telephone, providing answers, transferring calls and taking messages as needed.
- Provides accurate answers to patron reference questions using appropriate reference techniques in a professional and non-judgmental manner. Requests that require extensive research or for which answers cannot be found should be discussed with the Reference Department Head.
- Assists patrons with library computer (PC and Mac) and copier usage, including accessing the Internet, usage of the library catalog, databases, email, software applications, and printing.
- Assists patrons with interlibrary loans, holds and book purchase requests as needed.
- Sends patron faxes.
- Keeps current on available library resources and their usage including print and electronic materials, databases, software programs, and electronic devices.
- Helps patrons with downloading and viewing/playing e-books, e-audiobooks and digital magazines on various devices, and reporting technological problems.
- Assists the Reference Department Head with reference, business and careers, genealogy, Alabama History, and Fairhope Single Tax Corporation collection development, including selecting and processing new materials and weeding the current collection.
- Troubleshoots simple problems with computers, copiers, and other equipment.
- Assists with the AV equipment in the Giddens Conference Center, Board Room and Computer Lab.

- Registers patrons for computer classes and makes reminder calls.
- Creates and edits videos using iMovie, OpenShot, and Camtasia for the Library's YouTube channel.
- Creates content for the Library's social media platforms.
- Develops adult programs and events.
- Teaches and/or assists in computer and other classes.
- Updates and adds materials to the Vertical and Ready Reference files.
- Scans Vertical File documents to the Vertical File Digitization folder in Dropbox.
- Adds digital photos, videos, and documents to the Fairhope Library Digital History Collection database.
- Adds data to the Obituary Index Project using Microsoft Excel.
- Creates event calendars, forms, brochures, bookmarks, flyers, posters, and spreadsheets using Microsoft Word, Canva, Publisher, and Excel.
- Assembles and arranges materials for book displays including moving tables and reassigning holding codes.
- Replaces paper and toner/ink in public copier/printer and troubleshoots problems.
- Maintains the reference, Single Tax, Alabama History, genealogy, and business areas by:
 1. Restocking brochure and information holders including printing and cutting library-produced materials.
 2. Scanning items for in-house use and re-shelving reference materials and periodicals.
 3. Shelf reading/straightening/dusting reference and special collections areas.
 4. Straighten computer workstation areas and cleaning keyboards, computers and monitors as needed.
 5. Updating library holdings on weekly New York Times Book Review List.
- Performs opening/closing procedures for the Reference department.
- Performs other duties and tasks as requested by the Reference Department Head or by the Director of the Library.
- Assists Circulation and/or Youth Services staff as needed or directed by the Reference Department Head or the Director.
- Develops safe work habits and contributes to the safety of self, co-workers and the public.
- Supports diversity in the workplace.

Knowledge, Skills, and Abilities:

- Enthusiasm, initiative, and desire to serve patrons of all ages and abilities and to meet their informational needs in a professional, courteous, friendly, and tactful manner.
- Perseverance and willingness to seek answers to patron's questions even if resources outside the Library are required.
- Ability to type and use computers and application software necessary for the position, particularly Library Solution (TLC), Envisionware, and Microsoft Office software.
- Ability to participate on a team focused on providing complete patron satisfaction.
- Willingness to establish and maintain effective working relationships with fellow staff members.
- Must possess effective oral and written communication skills, including excellent knowledge of English grammar, spelling, alphabetizing, and usage.
- Knowledge of library clerical procedures and practices.

- Knowledge of adult and reference library materials including databases and electronic resources.
- Ability to systematically analyze problems and seek solutions.
- Self-motivated with the ability to set priorities and work independently under the supervision of the Reference Department Head.
- Willingness and ability to teach and demonstrate use of library materials, computers, and other equipment.
- Ability to read and understand instructional manuals and on-line help for library equipment, software and databases.
- Possess enthusiasm, motivation and ability to learn new skills, keeping abreast with new technologies and products.
- Flexibility and willingness to change routine in order to adapt to the demands of the job.
- Must possess physical stamina to lift, bend, stand and walk as necessary and possibly for long periods of time.
- Ability to dust and use common cleaning products.

Education and Experience:

- Minimum of 2 years of college with undergraduate or advanced degree preferred.
- Previous library experience preferred.

Other Information:

- Work hours *MAY* include Saturdays and/or evenings as required.
- Must be prepared to perform other library duties as requested.
- Must be willing to work in or be transferred to other departments.
- Attends staff meetings and training sessions as appropriate/directed.

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Receipt & Acknowledgement

I have read this position description and fully understand the requirements set forth therein. I hereby accept the position of Reference Library Technician and agree to perform the identified essential functions in accordance with the Fairhope Public Library's established policies and procedures.

I understand that my employment is at-will, and thereby understand that my employment may be terminated either by the organization or myself, and that such termination can be made with or without notice.

Note:

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change. The description is illustrative of tasks and responsibilities. It is NOT all-inclusive of every task or responsibility.

Employee Signature

Date

Department Head Signature

Date

Director Signature

Date