



**LAKE VILLA DISTRICT LIBRARY**  
**Job Description**

<b>JOB TITLE</b>	<b>DEPARTMENT</b>	<b>PAY GRADE</b>
Reference Associate	Adult Services	6
<b>CLASSIFICATION</b>	<b>SCHEDULE</b>	<b>REPORTS TO</b>
Part-Time Non-Exempt	TBD – may include daytime, evening, and weekend hours	Head of Adult Services

**POSITION SUMMARY**

Under the supervision of the Head of Adult Services, this employee provides direct customer service support to the public, including reference and readers advisory; collection development responsibilities; planning and conducting programs; and facilitating patron use of various technologies.

**ESSENTIAL RESPONSIBILITIES**

- Provides accurate, friendly, and courteous service and assures a positive library experience.
- Conducts reference interviews to ascertain patron needs; refers more complex inquiries to librarian.
- Responds to patron requests for information and material location; determines appropriate resources for responding to questions.
- Assists patrons in placing holds and requesting interlibrary loans.
- Provides bibliographic, Internet, and electronic resources instruction.
- Prepares bibliographies, pathfinders, book talks and book reviews.
- Promotes and informs patrons of library electronic media, services, programs and resources.
- Provides support for public Internet and computer training classes as assigned.
- Assists patrons with computer needs and devices.
- Assists with planning and supporting programs within the Adult Services Department.
- Registers patrons for programs and responds to attendance changes.
- Assists with collection development and maintenance in assigned area.
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems.
- Participates in working with library volunteers as assigned.
- Participates in library wide outreach efforts.
- Maintains awareness of current trends in areas of collection responsibility.
- Attends and participates in job-related meetings and continuing education.
- Troubleshoots equipment problems (computers, printers, copiers, etc.) and facilitates patron use of various technologies offered in the library.
- Performs other duties as assigned.

**KNOWLEDGE / SKILLS / ABILITIES**

---

- Commitment and desire to provide excellent service to library patrons.
- Ability to deal courteously and diplomatically with the public.
- Excellent interpersonal skills to relate easily to individuals of various backgrounds.
- Ability to maintain confidentiality and exercise discretion with patrons and staff.
- Knowledge of reference and readers advisory practice in public libraries.
- Awareness of library resources in multiple formats.
- Awareness of library practices, policies, and procedures, especially as they relate to services for adults.
- Adapts well to changes in existing practices, library routines and workflows with patience, tact and professionalism.
- Ability to comprehend oral and written instructions.
- Ability to communicate clearly and effectively.
- Ability to follow directions and complete tasks.
- Ability to establish and maintain harmonious working relationships.
- Ability to use good judgment in making decisions and referring questions to appropriate staff.
- Ability to use keyboard, computer, integrated office software, and other electronic devices.
- Supports LVDL's mission and demonstrates a commitment to the library's strategic plan.

**QUALIFICATIONS**

---

- Bachelor's degree preferred with one year public library experience OR
- LTA or Associate's degree with two years' public library experience.
- Ability to work daytime, evening, and weekend hours.
- Access to transportation.

**Physical Requirements** (Requests for reasonable accommodations to these requirements may be considered):

- Ability to see, walk, sit, talk, and hear.
- Ability to read, write, and communicate fluently in English.
- Frequently entering data on a keyboard and reading computer screens.
- Frequently standing/sitting at and using a computer.
- Ability to move from one area of the library to another area.
- Ability to bend, stoop, kneel, and stretch.
- Physical dexterity to reach shelves of various heights.
- Ability to lift and carry items up to 20 pounds.
- Ability to push items of 150 pounds or higher while utilizing a cart.
- Visual acuity sufficient to read various font sizes.