



**Village of Menomonee Falls  
Job Description: Technical  
Services and Reference Assistant**

**Job Title:** Technical Services and Reference Assistant      **Department:** Library  
**Reports To:** IT Manager      **Location:** Library  
**FLSA Classification:** Non-Exempt      **Pay Grade:** 7  
**Effective Date:** 9/16/2021

**JOB SUMMARY**

The Technical Services and Reference Assistant is an integral member of the Library staff and is responsible for placing orders for Library materials and preparing them for circulation amongst other tasks in the Technical Services Department as well as serving the public at information desks.

**PRIMARY FUNCTION**

The Technical Services and Reference Assistant performs the following duties:

- Serving the community with a focus on the Library's mission and values
- Placing orders for Library materials, receive and check acquired materials for accuracy; maintain statistics and information for material accounts
- Preparing replacement packaging for audiovisual materials
- Mending Library materials
- Completes other tasks in the technical services department as needed
- Working to promote resources and offerings in accordance with the Library's mission, strategic plan, goals, and objectives
- Assisting Library users of all ages and abilities in utilizing a variety of Library resources and services
- Providing reference service, readers' advisory, and guidance in choosing materials
- Providing basic instruction for use of the Library, public access catalog, technology, and other Library resources
- Enforcing and adhering to Library policies and procedures
- Assists with social media, publicity, and promotion of the Library and its services
- Assist IT Manager with projects as needed
- Other duties as assigned

This position requires the use of professional skill, creativity, and enthusiasm.

## **QUALIFICATIONS**

Bachelor's Degree in related field or equivalent experience  
Library experience strongly preferred but not required  
Three to 12 months customer service or office experience

## **ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES**

Performs duties and responsibilities commensurate with assigned functional area within the Library, which may include, but are not limited to, any combination of the following tasks and qualities:

- Strong organizational, time management, planning, and motivational skills: problem solving, goal setting, and achievement, ability to work well with others as a team; able to meet deadlines and work in an environment with regular interruptions
- Demonstrated ability to manage relationships with a diverse group of people. Embraces diversity in the workplace and is comfortable speaking with individuals that are different than oneself. Friendly and helpful manner, appropriate to a condition where constant public contact is involved and maintenance of good public relations is essential. Ability to deliver high quality service. Strives for new ways to increase satisfaction and understanding
- Ability to grasp ideas in written materials and verbalize them to others
- Ability to work a combination of daytime, evenings, and Saturdays as scheduled to accommodate the needs of the Library at the discretion of Library administration
- Ability to meet all required Qualifications for the position in order to complete Primary Functions and job duties as assigned
- Ability to independently assist patrons in finding information and resources
- Ability to learn essential Library hardware and software to complete position requirements
- Ability to serve the community in a professional and competent manner at all times

## **PHYSICAL REQUIREMENTS**

This position requires the ability to lift items weighing up to 50 pounds, the ability to push and pull wheeled book carts weighing up to 200 pounds, the ability to stand or sit for up to several hours at a time at a service desk, the ability to move freely about the Library assisting patrons in locating materials, and the ability to reach and bend to add or remove items from shelves. It also requires the ability to move tables and chairs to set up and take down programs. Employee must be able to have far vision at 20 feet or further and have near vision at 20 inches or less. Must be able to travel to meetings and events outside the Library and provide own transportation to said events. Must be able to use Library-owned technology including computers, phone systems, copy machines, and similar.

The equipment required to be regularly used for this position includes a phone system, computers, copy machine, fax machine, scanner, and book carts.

The Village of Menomonee Falls will provide reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act of 1990 (as amended).

### **EEOE STATEMENT**

The Village of Menomonee Falls provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

In compliance with the Americans with Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

### **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

*I have read this job description (or had it read to me) and I fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor.*

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Library Director Signature

\_\_\_\_\_  
Date