**Orrville Public Library Job Description**

**September 2008**

**Revised January 2012, December 2014,**

**September 2016, September 2021**

**Reference Technician – Adult**

Labor Grade 9 Position begins at $14 per hour

**Description:**

The Reference Technician – Adult Services is primarily responsible for providing reference and reader’s advisory services to patrons of all ages, with emphasis on adults and teens. The Reference Technician – Adult also assists with collection development and adult programming. May assist with teen services.

**Department:** Adult Services

**Reports to:** Adult Services Manager

**Positions Supervised:** None

**Minimum Qualifications:**

* Minimum of two years of college, bachelor’s degree preferred, and appropriate experience.
* Excellent customer service skills.
* Strong technology skills.
* Knowledge of library services and operations.

**Requirements:**

* Communicate effectively, in written and verbal format, with patrons and co-workers.
* Present a positive professional image to the public.
* Maintain confidentiality.
* Provide excellent customer service, exhibit a courteous and respectful attitude.
* Organize, prioritize, and coordinate multiple tasks.
* Work a flexible schedule, including evenings and weekends.
* Develop and maintain effective working relationships with supervisor and co-workers.
* Willingness to learn and use current and future technology.
* Successful completion of a criminal background check for applicants over the age of 18.

**Responsibilities:**

* Answer reference questions and provide reader’s advisory services to patrons.
* Provide patrons with technology and e-media assistance and instruction.
* Assist with collection development through inventory, evaluation, and weeding.
* Maintain a working knowledge of collections and trends in adult and teen literature.
* Create literacy-themed displays that help market the collection.
* Actively promote building-wide programs, services, and resources.
* Overall responsible for building in absence of management team, including opening and closing duties.
* Participate in department meetings and continuing education opportunities.
* Assist with maintaining department records and statistics.
* Assist with Memory Lab digitization equipment.
* Assist with research for patrons (Courier Crescent/databases/local history)
* Plan, prepare, and present engaging programming, both in-house and off-site, to adults and teens in the community.
* Perform other duties as assigned.