

**Job Opening: Reference Associate
Township Library of Lower Southampton**

The Township Library of Lower Southampton is in search of a full-time Reference Associate to join our team. Please see the detailed Job Description below for more information about the duties of and the requirements for this position.

Job Type: Full-time (35 hours per week), non-exempt. Flexible schedule, but typically expected to work 5 days per week. Shifts include at least one evening per week and one Saturday per month, on rotation with other staff members. Position available as early as February 24, 2025.

Benefits include:

- Starting salary depending on qualifications, from \$19.00 per hour (\$34,580 per year).
- Group health and dental insurance with employee contribution.
- Opportunity to participate in the Township's pension plan, and Group Basic Life and Accidental Death and Dismemberment Insurance plans.

The Township Library of Lower Southampton has a proud history in the communities of Lower Southampton and Feasterville. Our small but mighty team of librarians and library staff work together to offer our patrons conscientious and caring service. The Township Library of Lower Southampton is an Equal Opportunity Employer.

Potential employment is contingent upon the submission of the following background checks: PA State Police Criminal History, PA Child Abuse History Clearance, and FBI Criminal Background Check. Employment cannot begin prior to obtaining these clearances.

Completion of PA State Mandated Reporter Training within 30 days of hire is also required.

**To apply, send cover letter, resume, and application as attachments to
Sydney Mason, masons@buckslib.org.
Download the application form at our website.**

Please apply by Friday, February 21, 2025.

Township Library of Lower Southampton Job Description

POSTION: REFERENCE ASSOCIATE
REPORTS TO: HEAD OF ADULT SERVICES

General Statement of Duties: The Reference Associate provides support to patrons with locating library materials, using library resources, and encouraging library use through marketing, outreach, displays, etc. The Reference Associate works with other library staff to assist with all stages of library programs.

Scope of Responsibility:

- A. Public Service: Assists patrons with the use of printed and electronic materials, OPACs, PCs, and related equipment and software. Assists in placing holds, purchase requests, and ILLs as needed. Monitors public areas and library user behavior, taking any necessary steps to ensure safety and an appropriate environment.
- B. Electronic Resources: Efficiently uses and helps others use library technology and electronic resources. Troubleshoots equipment problems and submits support tickets as needed.
- C. Programming: Participates on a team with other library staff to plan and deliver high-interest and engaging programs for all ages. Helps market programs to the community and collect statistics about attendance for library reports.
- D. Professional Growth: Must be willing to grow with the demands of the library. Obtains continuing education credits as mandated by Commonwealth libraries.
- E. Supervisory responsibilities: May guide the work of adult and teen volunteers. Serves as the ranking staff member on duty during evening and Saturday shifts.
- F. Other duties as assigned.

Qualifications:

- A. Education: College Degree required.
- B. Proficiency with computers, personal electronic devices, and office software products required.
- C. Proficiency with Microsoft Office Suite required.
- D. Proficiency with library ILS preferred. Proficiency with OCLE Wise a plus.
- E. Knowledge and skill in marketing and publicity preferred. Experience with Canva, WordPress, and social media a plus.

Skills:

- A. Positive, enthusiastic, user-oriented approach to public service; strong customer service orientation. Ability to relate well and effectively communicate with library users of all ages and library staff.
- B. Excellent spoken and written communication skills.
- C. Good organizational skills.
- D. Able to travel to off-premise locations as needed to offer outreach programming or attend meetings.
- E. Able to multitask with interruptions, and to effectively manage priorities and meet deadlines.
- F. Flexible and able to adapt to a complex and changing environment.
- G. Self-directed. Capable of problem-solving, goal-setting, and planning based on the library's mission and strategic plan.

Physical Requirements: The Reference Associate performs work requiring the exertion of up to 25 pounds of force to lift and move objects, as well as pushing carts holding 125 pounds. The job requires repetitive hand motion. The work requires walking, standing, kneeling, crouching, crawling, and reaching.