



## **REFERENCE LIBRARIAN**

A full or part time, non-exempt position responsible for reference, readers' advisory, and technology assistance and for implementing programming in their assigned department. Responsible for routine operations of the department in the absence of the department director. Serves as Person-in-Charge as assigned. Reports to the department director. Evening and weekend work required.

### **Primary Responsibilities**

- Works at the public service desk, performing reference and reader's advisory service
- Assists with collection management and development, as assigned
- Assists patrons in the use of technology i.e.: computers, eReaders, phones, tablets
- Assists the department director with the planning, coordinating, and presenting of library programs; assists other staff with programming, as needed
- Represents the library to the community through outreach to various organizations
- Assists the department director with training of new staff
- Responsible for coordinating and maintaining displays
- Compiles statistics for monthly and annual reports
- Updates the department webpage as directed
- Places interlibrary loan requests
- Attends relevant meetings, classes, and training
- Performs other duties as assigned

### **Performance Expectations**

- Ability to conduct a successful reference interview
- Ability to perform responsible internet and database searching
- Knowledge of technology, including computers, software, and ereaders
- Proficient knowledge of the literature and issues facing patrons in assigned department
- Excellent verbal and written communication skills with all ages, in English
- A friendly and approachable manner with the ability to calmly exercise tact and diplomacy in difficult situations
- Willingness to learn new skills and procedures; easily adaptable to change
- Exceptional organizational skills and sharp attention to detail
- A team player who contributes to a positive work environment
- Ability to bend, stoop, lift, and carry

### **Qualifications**

- A master's degree from an ALA accredited LIS program
- Minimum one year of work experience in a customer focused environment; library experience preferred