



JOB TITLE		DEPARTMENT	JOB LEVEL
Reference Librarian		Information Services	Librarian 1
CLASSIFICATION	REPORTS TO	SUPERVISES	
Part-time Non-exempt	Director of Information & Digital Services	n/a	

POSITION SUMMARY

Under the direction of the Information Services Manager, serves the community by answering reference and information requests, reader’s advisory, marketing services, and teaching one-on-one. Maintains order at the Information Desk, serves as U.S. Passport Acceptance Agent, and provides excellent customer service.

ESSENTIAL RESPONSIBILITIES

- Answers customers’ reference, reading, and information questions at public service desks and in public spaces, implementing appropriate reference and information strategies.
- Schedules and meets with customers one-on-one to provide specialized reference and research consultation, as needed, to answer in-depth reference questions.
- Promotes library services to increase awareness and use.
- Explains library policies and procedures to the public and staff.
- Actively looks for ways to engage patrons and provide customer service.
- Serves as Passport Acceptance Agent and adheres to procedures and practices as outlined by the U.S. Department of State.
- Serves as the department Person-in-Charge (PIC), as assigned, and carries out PIC duties and responsibilities as defined in the library policy manuals.
- Acts promptly and follows procedures for handling Special Situations including disruptive customers and other emergencies.
- Maintains awareness of current library materials, societal fads, trends, and news, making appropriate referrals to best serve the library’s diverse constituencies.
- Participates in continuing education activities including professional workshops, webinars, and meetings as assigned.
- Drives to other locations to attend meetings, training sessions, and other professional development opportunities when necessary.
- Other library related duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Professional appearance, positive attitude, and pleasant demeanor.
- Basic public desk and telephone etiquette including a pleasant and courteous manner when interacting with other staff and the public.
- Effective written and oral communication skills.
- Must be tactful and respect confidentiality of library customers and staff.

- Ability to exercise sound judgment when interpreting established policies and procedures and interacting with customers.
- Advanced technology knowledge and the ability to learn, adapt, and impart hardware/software changes.
- Ability to read and interpret databases, websites, and internet search results to locate answers to reference questions.
- Ability to assess situations/problems and logically find solutions.
- Ability to effectively resolve complaints and deal with challenging customers.
- Excellent organizational skills to be able to multi-task.
- Ability to function effectively independently as well as part of a team.
- Ability to work a variable schedule including mornings, afternoons, evenings, and weekends.
- Flexibility and adaptability to positively embrace library changes, task assignments, and schedules.
- Understands and practices ALA Code of Ethics.
- Adapts quickly and positively to changes in existing practices, library routines, and workflows and suggestions for improvements.
- Understands GBPLD policies and embraces the library's mission, vision, and values.

EDUCATION/EXPERIENCE QUALIFICATIONS

- MLS from an ALA-accredited library school.
- Public library experience desirable.
- Completion of annual passport acceptance certification and ongoing training.

TOOLS/EQUIPMENT

Use of the following equipment: computer and all related equipment, copy machine, barcode reader, printers, scanners, fax machine, telephone system, microfilm reader, VHS/VHS-C/Hi-8/8mm converter, slide/negative scanner, ebook readers, tablets, smartphones, and other general office equipment in the completion of the tasks of the position.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to communicate comprehend and respond to others, both in person and in telephone conversations.
- Must have the ability to read computer screens, computer keyboards, barcodes, call numbers, and labels.
- Must be able to operate computer and keyboards, laptops, calculator.
- Must be able to tolerate a moderately loud and highly active work environment.
- Must be able to type with accuracy and attention to detail.
- Must be able to transport items weighing up to 30 pounds.
- Must be able to remain in a stationary position for extended periods of time.
- Must be able to traverse distances of more than 300 feet within the building.
- Must be able to position oneself to reach lower shelves on the ground and shelves as high as 60 inches.
- Must be able to work a variable schedule, which may include day, evening, and weekend hours and meet general attendance requirements.

* The scope of the job may change as necessitated by the library's operational demands.