



JOB TITLE	DEPARTMENT	JOB LEVEL	CLASSIFICATION
Reference Librarian	Information Services	L1	Part-time Non-Exempt
REPORTS TO	SUPERVISES		REVISED
Passport Services Manager	N/A		04/2023

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 and provides excellent customer service.

REQUIREMENTS FOR ALL EMPLOYEES

- Ability to work effectively with staff, customers, and others, respecting confidentiality when necessary.
- Ability to communicate clearly and respectfully and use various technologies to complete work.
- Ability to understand and demonstrate our Culture, Mission, Vision, and Values.
- Updates job knowledge by participating in educational opportunities, attending scheduled meetings, and training sessions.
- Readily and effectively adjusts to changing ideas, routines, and work activities.
- Follows established safety rules and works in a safe manner.

ESSENTIAL FUNCTIONS

- Answers customers' reference, reading, and information questions at public service desks and in public spaces, implementing appropriate reference and information strategies in alignment with the ALA Code of Ethics.
- Actively looks for ways to engage patrons and provide customer service.
- 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.
- Serves as library Person-in-Charge (PIC), as assigned, and carries out PIC duties and responsibilities as defined in the library policy manuals.
- Drives to various locations to attend meetings, training sessions, and other professional development opportunities when necessary.
- Other library related duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Pleasant and courteous manner in dealing with the staff and public and represents the library in a professional manner.
- Effective written and oral communication skills.
- Excellent organizational skills and ability to multi-task.
- Ability to function effectively independently as well as part of a team.
- Ability to read and interpret databases, websites, and internet search results to locate answers to reference questions.
- Ability to exercise sound judgement, act promptly, and follow policies and procedures when dealing with customers.
- Ability to work a variable schedule including mornings, afternoons, evenings, and weekends.
- Ability to have flexibility and adaptability in library changes, workflows, task assignments, schedule, and suggestions for improvements.

EDUCATION/EXPERIENCE QUALIFICATIONS

- MLS or MLIS from an ALA-accredited library school.
- Public library experience desirable.

TOOLS/EQUIPMENT

- Computer and all related equipment
- Barcode reader
- SimpleScan
- Copy machines
- Printers
- Scanners
- Telephone system and associated app
- Microfilm reader
- VHS/VHS-C/Hi-8/8mm converter and slide/negative scanner
- Tablets, Smartphones, eBook readers, and other personal devices

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 type with accuracy and attention to detail.
- Must be able to work in and tolerate a moderately loud and highly active work environment.
- 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.