## Objective of the position:

The Reference Librarian works primarily at the Reference desk providing patron assistance, and assisting the Adult Services Manager with the day to day duties of maintaining and updating the library’s online presence and brand, including the library’s website and social media accounts, creation of graphics, and online reader’s advisory. The Reference Librarian also assists with collection development, technology needs and troubleshooting, and conducts classes for the public on various computer programs and technologies. The Reference Librarian works with each department in the library to provide materials and excellent customer service to the patrons.

**Supervisory responsibilities:** Oversee the department in the manager’s absence

### Job Summary:

- Assists patrons in locating and using library materials, digital devices, and other equipment
- Provides readers’ advisory to patrons (in person or virtually) using appropriate sources of information including knowledge of the collection, the publishing industry and electronic resources
- Answers reference questions in person or by telephone, email, and conducts the needed research using print and on-line reference tools
- Assists patrons in using the on-line catalog, computers, copiers and other equipment
- Creates displays and merchandise materials
- Acts as primary contact for digitizing library and community history
- Handles daily operations of Reference desk by monitoring public computers, responding to patron’s questions regarding e-readers and routine inquiries
- Places requests for library materials not immediately available
- Maintains the library’s website and social media pages
- Assists with collection development based on analysis of the collection and its usage by the community
- Manages assigned areas of the collection based on knowledge of community needs, usage levels, and relevance of materials
- Meets the technology needs of patrons and conducts troubleshooting
- Coordinate and conduct classes for patrons on and off site
- Stay current with knowledge and understanding of developments within the profession
- Assists the Adult Services Manager in providing training on current trends, best practices, and new technologies

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<tr>
<th>Job Title</th>
<th>Reference Librarian</th>
<th>FLSA Status</th>
<th>Non-Exempt Full-Time</th>
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<tbody>
<tr>
<td>Department</td>
<td>Information &amp; Research</td>
<td>Pay Range</td>
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<td>Reports To</td>
<td>Information &amp; Research Manager</td>
<td>Effective Date</td>
<td>07/18/2024</td>
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• Walk patrons through the entire process of setting up a digital device with Overdrive and Adobe Digital Editions
• Assess and weed collections as assigned
• Prepare departments for opening and closing
• Seeks and participates in continuing education opportunities, such as OLC, in order to keep skills current and broaden knowledge
• Participates in planning and improving library services through staff committees
• Participates and presents at local and state conferences
• Assumes responsibility for the operation of the library in the absence of a Person in Charge (PIC)
• Demonstrates understanding of basic library routines and adheres to library policies and procedures
• Checks e-mail and SharePoint frequently
• Assists in public service areas as needed

Essential functions:

• Ability to interact tactfully and courteously with staff, other libraries’ personnel, vendors, library administrations, and patrons
• Ability to create and suggest useful applications of technology in a public library environment
• Ability and willingness to learn new skills, computer programs, and other processes that will aid in day-to-day duties and implementation and completion of long-term projects and goals
• Ability to perform several tasks simultaneously and under occasional pressure
• Ability to work independently, with little supervision or oversight
• Demonstrates adaptability to library needs
• Able to cooperate with other staff, promote teamwork and share information
• Ability to exercise good judgment in work performance
• Ability to maintain composure in stressful situations
• Ability to effectively communicate both verbally and in writing
• Ability to recognize and respond to potential hazardous or dangerous situations in the library
• Ability to develop long-term goals, plans and programs with a clear vision of how these will benefit the library’s patrons
• Ability to stand and/or sit for long periods of time
• Ability to pay attention to detail
• Ability to meet the physical demands listed
• Ability to work a flexible schedule including evenings and weekends
Position Requirements:

- Master’s in Library Science from an ALA-accredited university/program
- A minimum of two years professional public library experience, or equivalent relevant experience, with demonstrated knowledge and experience in implementing technology in libraries
- Previous experience with ILS/LMS in another library setting
- Previous experience with graphics, graphic design, photography and/or videography
- Previous experience with website CMS, social media use in a library setting; knowledge of HTML and CSS preferred but not required
- Previous experience using social media for a library, business, or other organization
- Previous experience with collection development for teens and adults
- Previous experience planning and conducting programs for adults
- Working knowledge of computer operations including but not limited to Microsoft Word, Excel, PowerPoint and Publisher and internet searching techniques
- Exceptional level of accuracy, thoroughness and attention to detail
- Knowledge of basic library principles, methods and procedures
- Maintains professional, businesslike behavior and appearance
- Demonstrated commitment to serving library patrons and residents of the community

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls. The employee is frequently required to reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; and talk and hear. The employee must regularly lift up to 30 pounds and push a 50-pound cart. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Environmental factors: indoor/outdoor-offsite

Working conditions: Library operating/non-operating hours including nights and weekends.

Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager: ____________________________________________

HR: __________________________________________________

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee __________________________________________ Date ___________________