

TITLE	Librarian-Reference Services
JOB CLASSIFICATION	Grade 320, Specialist/ Librarian, Exempt
HOURS	Part-time (24 hours per week). Evening and weekend hours required on a rotation basis and as needed. Required to adapt to future schedule changes, given departmental and library-wide needs.

REQUIREMENTS

Education/Experience

Master's degree in Library Science from an American Library Association accredited university required. One to three years of public service library experience preferred.

Knowledge/Skills

Thorough knowledge of principles, theories and concepts of library science, as well as of standard print and online reference resources is required. Comfort, familiarity and advanced usage skills for new information technologies, as well as strong written, verbal, customer service and interpersonal skills are required. Ability to communicate and function effectively in a team-oriented environment is critical.

Working Conditions

Works primarily in the library. Travels to occasional meetings outside the library. Lifts and moves light library materials and equipment.

REPORTS TO Senior Manager - Reference Services

POSITION(S) SUPERVISED None

BRIEF DESCRIPTION

BASIC SUMMARY

Westlake Porter Public Library's mission is “. . . to educate, empower, enlighten, and excite by serving as premier knowledge provider, a family activity center, and Westlake's information and community commons.” **This position assists in accomplishing that mission by:** 1. **Assisting patrons in determining their alternatives, locating materials or information, and understanding how to use the materials, equipment and processes in the library;** and 2. **Providing accurate, timely information, materials and referrals in a courteous and expedient manner.**

ESSENTIAL POSITION DUTIES**1. General Reference 65%****• Public Service/Customer Service**

Assists library patrons in locating materials or information to meet their informational needs. Instructs individuals in the use of the public catalog, library materials and equipment, and in library policies and procedures. This may be on a one-to-one or group basis, including school visits and other tours.

Ensures provision of polite, attentive, exuberant customer service to patrons using the Reference area and its services. Models and reinforces excellent customer service skills. Handles patron suggestions and complaints in the Reference area in the absence of the department manager(s). Refers incidents when appropriate and necessary.

• Readers' Advisory

Provides readers' advisory services by recommending appropriate reading materials to patrons. Serves as an advocate for Reference by encouraging the utilization of available resources provided by the department.

2. Collection Development 25%

Oversees the Collection Development of print, audio/visual and electronic resources for our patrons. Maintains a quality collection through appropriate selection of new materials from a variety of resources and thorough weeding. This entails ongoing assessment and analysis of information needs; awareness of circulation trends, collection turnover rates, and holds ratios; vigilant scanning of review journals and familiarity with popular authors and subject areas.

3. Administrative Support 10%

Supports the overall mission of the Library, as well as that of the Board of Trustees, with the administrative priorities of the library. This includes fulfilling planning responsibilities, maintaining statistics and reports, submitting budget needs requests, implementing expenditures in an efficient and accountable manner, and utilizing objective, analytical, problem-solving and consensus-building skills to contribute to decisions affecting both the Reference department and overall library services.

Communications and Teamwork Ongoing

- Serves as a positive member of the Reference Team to initiate, maintain and/or implement effective, efficient innovative, customer-oriented service to the public and to other library staff members.
- Keeps informed of library activities and policies by attending general staff meetings, attending and helping to plan regular department meetings, and by participating in other workshops or training offerings when appropriate and as requested or required.
- Performs miscellaneous related additional duties as needed by the library and assigned by the department manager.

PHYSICAL DEMANDS CHECKLIST

PHYSICAL STRENGTH FACTORS:

- Lifting Yes No
- Pushing Yes No
- Pulling Yes No
- Carrying Yes No
- Reaching Yes No
- Gripping Yes No
- Does job require reaching above shoulders?
 Yes No
- Does job require reaching to floor level?
 Yes No

If yes, list maximum weight: 20 pounds

PHYSICAL MOBILITY FACTORS:

- Throwing Yes No
- Sitting Yes No
- Standing Yes No
- Walking Yes No
- Climbing Yes No
- Stooping/Bending Yes No
- Crouching Yes No
- Kneeling Yes No
- Crawling Yes No
- Twisting Yes No
- Balancing Yes No

SENSORY/PERCEPTUAL FACTORS:

- HEARING:**
- Conversation Yes No
 - Sounds Yes No
- VISION:**
- Far Yes No
 - Near Yes No
 - Color Yes No
 - Depth Yes No
- PERCEPTION:**
- Spatial Yes No
 - Form Yes No
 - Feeling Yes No

WORK ENVIRONMENT:

- Inside Work Yes No
- Outside Work Yes No
- Hot/Cold Yes No
- Fumes Yes No
- Traveling Yes No
- Working Alone Yes No
- Working in a Group Yes No
- Interacting with the Public Yes No

HAZARDS:

- Machines Yes No
- Electrical Yes No
- Sharp Tools Yes No
- Slippery floors Yes No
- Congestion Yes No
- Heat/Cold Yes No
- Dust/Vapor Yes No

OPERATE:

- Equipment Yes No
- Telephone Yes No
- Computer Yes No

ACCESSIBILITY FACTORS:

- Doors Yes No
- Aisles Yes No
- Tables Yes No
- Telephones Yes No
- Staff Room Yes No
- Bathrooms Public Yes No
- Drinking Fountain Yes No
- Parking Yes No