

JOB SUMMARY

The Reference Services Librarian reports to the Assistant Library Director and is responsible for providing library services to patrons of all ages in and outside of the Library. This position provides excellent customer service to library patrons, assists patrons and staff in meeting their reference and information needs, plans and conducts library programs, promotes library services to the community, manages assigned library collections, participates in the day-to-day operations of the library, and administers other library services as assigned.

MAJOR DUTIES / ESSENTIAL FUNCTIONS

The following list identifies the principal duties of this position, but it is not exhaustive. Other duties may be required or assigned.

- Serve as a member of the reference services team to provide quality library services to the public. Serve as Librarian-in-Charge when assigned. Develop feasible, realistic solutions to problems or questions. Recommend changes or improvements in library operations to supervisors when appropriate.
- Provide high quality, approachable customer service to patrons via various communication methods, such as in-person, phone, email, online chat and text, with a focus on reference, technology and readers' advisory. Maintain confidentiality in all interactions and communications with patrons.
- Organize, prepare, and present programs for a variety of ages to promote life-long independent learners and literacy in our community.
- Select materials for purchase for assigned collection areas according to the Collection Development and Selection Policy. Maintain assigned areas through the systematic evaluation of currently owned materials and their collections. Catalog items as needed.
- Prepare informational and promotional materials about library events and resources, including press releases, flyers, displays, resource guides, calendars and newsletters in both print and non-print form.
-

OTHER JOB DUTIES

- Promote library services through community outreach and participation.
- Maintain up-to-date knowledge of trends in library services by reading professional literature and participating in committees and continuing education opportunities.
- Explore and recommend new programs, services, and technologies in the library to engage users and staff.
- Ensure an up-to-date and accurate online presence of the reference department, including websites and social media.
- Use budgeted funds and materials effectively and efficiently.
- Prepare and maintain library statistics as requested.
- Follow and enforce library policies and procedures.
- Maintain a working environment that sustains a high level of employee morale and productivity.
- Perform other tasks and projects as assigned.

EDUCATION AND EXPERIENCE

- Master's degree in Library and Information Science from an ALA accredited institution (or within 9 credits of completion). Degree must be obtained within 6 months of hire.
- One (1) year experience in library operations required (public library experience preferred). Experience, knowledge, or training related to reference services and library programming preferred.
- Good communication skills and strong customer service skills required.

REQUIRED KNOWLEDGE AND ABILITIES

- Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, peers and supervisors. Ability to work well with and relate to patrons of all ages.
- Ability to set priorities, manage time and complete tasks on time.
- Ability to creatively and effectively make decisions based upon experience, knowledge, or training without supervision. Considerable ability to understand and follow written and oral instructions.
- Knowledge of public library operations, services and materials, including technologies relevant to libraries and library service.
- Ability to maintain confidentiality of library patron information.
- Ability to understand library policies and procedures and apply them to library operations.
- Competency and experience using and supporting current digital devices and software, including, but not limited to, Microsoft Office, the Internet, Adobe Software Suite, iOS and Android platforms and devices.
- Proven ability to adapt quickly to a changing technological and content/information distribution landscape.
- Ability to gather statistics, analyze information and prepare reports.
- Ability to maintain a working knowledge of contemporary issues, trends and technology related to library services by attending workshops, professional meetings and by reading current professional literature.
- Good oral and written communication skills.
- Proficiency with English grammar and spelling.
- Ability to calculate basic arithmetic problems without the aid of a calculator.

TOOLS AND EQUIPMENT

- Proven ability to use office technology including, but not limited to: Integrated Library Systems, email, the Internet, Windows and Mac operating systems, Microsoft Office, Adobe Software Suite, print management software, personal electronic devices including iPad, Kindle, iPhone, and Android smart phones, and new technology as introduced and/or adopted.
- Skill in the operation of the following tools and equipment: automated materials handler, photocopier, printer, scanner, calculator, book truck, fax machine, cash register, audiovisual equipment, telephone, and new equipment as introduced and/or adopted.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to use hands and fingers to reach and feel books or operate equipment and reach with hands and arms.
- Using hands to finger, handle or touch books, write, file, sort, shelve and keyboarding.
- Using hands and arms in handling, installing, positioning, and moving materials and manipulating items.
- The employee frequently is required to sit, stand, walk, stoop, climb, kneel, crouch, crawl, bend, twist, and balance using legs and feet.
- The ability to exert muscle force to lift, push, pull or carry furniture for room set-up.
- The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- Ability to talk and hear.
- Close vision and distance vision are required.
- The employee frequently is required to lift and reach books above the shoulders.
- The employee must frequently lift or carry up to 50 pounds safely.
- The employee must occasionally push or pull: objects weighing 300-400 pounds, with mechanical and/or physical assistance.

LICENSES AND SPECIAL CONDITIONS

- Possession of a valid Wisconsin Driver's license is required.
- Must be able to maintain a regular work schedule and work evenings and weekends, sometimes with little notice.

SUPERVISION / ACCOUNTABILITY

- Accountable to the Assistant Library Director and in his/her absence the Library Director.

WORK ENVIRONMENT

Work is frequently performed in a library environment with a large volume of public interaction. Occasionally, work is performed in outdoor weather conditions. Employees will be exposed to dust. The noise level is usually quiet to moderate.

SELECTION GUIDELINES

As a non-union position, the selection for this position is covered by a process that includes, but is not limited to, the completion of a formal application, the verification of education and experience, oral interviews, and reference checks. Related tests may be required by the City. All applicants may be required to submit to a stringent medical examination prior to appointment consistent with requirements of the position. Prior to appointment, candidate may be fingerprinted and a record check made of local, state, and/or federal authorities before final approval.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved by the Library Board of Trustees May 12, 2022