

REFERENCE & READER SERVICES SPECIALIST, 19 HOUR

DEPARTMENT:	Reference & Reader Services	REPORTS TO:	Head of Reference & Reader Services
FSLA CODE:	Non-exempt, part-time	PAY GRADE:	D
AVERAGE WEEKLY HOURS:	19	AVERAGE PUBLIC-FACING HOURS:	Min. 50%
SUPERVISES:	None	LAST UPDATED:	1/2022

SUMMARY:

Under the direction of the Reference & Reader Services, performs work involving reference and reader advisory, technology instruction and programming for adults.

EXPECTATIONS:

- Provides consistent, gracious and friendly service to internal and external customers.
- Understands library policies and procedures, uses judgment in their application to the public, while safeguarding confidential and restricted information.
- Maintain awareness of overall library functions, projects and goals.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Primary

- Teaches classes, programs and/or workshops as assigned by the appropriate librarian and Department Head.
- Answers basic reference and readers' advisory questions in person and by telephone. Refers complex questions to the appropriate librarian.
- Assists with collection management projects.
- Assists with updates to the website and social media.
- Creates and distributes print and online promotional materials.
- Manage an assigned, ongoing department program such as volunteers or an annual event.
- Instructs and assists patrons in the use of public computers, devices, digital and print resources.
- Regularly works at the Reference and Reader Services Desk.

Secondary

- Keeps informed of current general and job-specific information and trends at the local and regional library level.
- Collaborates with staff on committees, projects, and events as assigned.
- Attends appropriate meetings and participates in relevant training, continuing education, and/or professional development.
- Performs other duties and projects as assigned.
- Serves as backup for other departments as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to provide exceptional customer service.
- Ability to communicate professionally orally and in writing.
- Ability to empathize and relate to the needs of patrons and staff.
- Ability to establish and maintain effective working relationships.
- Ability to remain calm and effective in difficult situations.
- Ability to exercise appropriate judgment and discretion.
- Ability to analyze in order to improve efficiencies and procedures.
- Considerable ability to prioritize multiple tasks and follow through to completion.
- Considerable ability to complete detailed work accurately, efficiently, and on time, with minimal supervision.
- Knowledge of department processes and procedures.
- Conduct a basic reference interview.
- Basic knowledge of adult fiction and nonfiction and popular materials.
- Demonstrated ability to answer basic technology and reference questions.
- Ability to conduct a basic reference interview.
- Knowledge of department principles, practices, and technology.
- Knowledge of PCs, Microsoft Office, and portable devices.
- Ability to use a variety of office equipment.
- Flexibility to adapt to changing situations and environments.
- Ability to bend, stoop, lift and carry up to 25 pounds. Ability to push fully loaded cart up to 100 pounds.
- Ability to work a variety of daytime, evening, and Saturday hours as well as mandatory workdays.

QUALIFICATIONS AND EXPERIENCE

- LTA certificate and one year demonstrated related experience.
- Or, Bachelor's degree and two years demonstrated related experience.

DISCLAIMER

- The duties and responsibilities described are not a comprehensive list and that additional tasks may be assigned to the employee from time to time.
- The scope of the job may change as necessitated by business demands.

