

# Greenfield Public Library

## Job Description

### Reference Librarian- 2022

#### **SUMMARY**

This non-exempt position reports to the Assistant Director and Director, and performs professional library reference tasks such as reference, collection development, programming and outreach.

#### **REQUIRED EDUCATION AND EXPERIENCE**

Master of Library Science degree from an ALA- accredited library school and one year of experience in a public library setting are required.

#### **REQUIREMENTS AND EXPECTATIONS**

1. Acts as Librarian-in-charge when assigned to do so in circumstances whereby the Director or Assistant Director is not on the premises.
2. Informs the Director or Assistant Director in a timely manner of any unusual or urgent matters that require the management's attention, such as health, safety, building or employee issues that impact public or staff; and any problematic employee training, behavior, attendance or policy compliance matters.
3. Demonstration of good character as determined through a background investigation prior to and throughout employment period.
4. Ability to maintain composure under pressure.
5. Ability to maintain confidentiality in matters requiring it.
6. Ability and willingness to follow established policies in circumstances requiring it.
7. Ability to work as part of a team and foster a collaborative work environment.
8. Ability to project a friendly, efficient image on the telephone and in person.

#### **DUTIES/EXAMPLES OF WORK**

1. Researches and answers reference questions in person, by phone, and by email including the placement of holds on items.
2. Performs reader's advisory and other library user assistance services.
3. Provides instruction including use of computers and the Internet, data base searching, and the use of online library resources such as CountyCat, Overdrive, Libby, Badgerlink, Brainfuze, Hoopla, Data Axle, and Gale Courses.
4. Instructs and assists patrons in the use of all library self-service options in the library.
5. Performs collection development and maintenance, and recommends materials for purchase.
6. Plans, coordinates and presents programs for library patrons, in virtual and live formats.
7. Designs classes, book displays, book lists, brochures, bibliographies, pathfinders, and signage on the use of the library and its resources, including online resources.
8. Assists in the classification of materials.
9. Maintains a safe and orderly environment in the library, and administers approved library policies.

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10. Fields library patron complaints, resolves basic issues and refers complex issues to library management.
11. Maintains currency regarding issues and trends in professional library development.
12. Performs light housekeeping.
13. Participates in the formulation of library policies relating to reference services, collection development, and other services to adult patrons.
14. Participates in gathering and reporting on service statistics.
15. Participates in library planning.
16. Participates in library outreach and marketing initiatives, including preparation of content for the Library and City web page and newsletter(s), Facebook, blogs and other venues; conducts and supervises library tours.
17. Other duties as assigned.

#### **KNOWLEDGE AND ABILITIES**

1. Knowledge of library operations, services, materials, resources, technology, and philosophy of service.
2. Ability to project a friendly, efficient image in person and on the telephone.
3. Ability to effectively present information and respond to questions from library users.
4. Ability to use knowledge and training to serve the needs of the library productively.
5. Knowledge of search methods and library databases.
6. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, peers and supervisors.
7. Ability to understand library policies and procedures and apply them to library operations.
8. Ability to operate library machines properly
9. Ability to use computer software and manage computerized files.
10. Working knowledge of Microsoft Office applications including Word, PowerPoint, and Excel, search engines such as Internet Explorer, Google Chrome, Yahoo, email products such as Outlook, Gmail and Yahoo Mail, social media sites such as Facebook, and Pinterest.
11. Working knowledge of English grammar and spelling.
12. Ability to maintain records, gather statistics, analyze information and write reports.
13. Willingness to maintain skills in all areas relevant to performance of duties.
14. Ability to type on a keyboard at least 40 words per minute.

#### **MENTAL REQUIREMENTS**

1. Ability to apply technical knowledge.
2. Ability to deal with abstract and concrete variables
3. Ability to interpret technical regulations and instructions
4. Analytical skills: identify problems and opportunities, review possible alternative course of action before selecting one; utilize information, resources available when making decision.

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5. Problem solving skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.
6. Communication skills: effectively communicate ideas and information both in written and oral form.
7. Reading ability: effectively read and understand information contained in memoranda, reports and bulletins, etc.
8. Ability to comprehend and follow instructions: effectively follow instructions from supervisor, verbally and in written form.
9. Mathematical ability: calculate basic arithmetic problems (addition, subtraction, multiplication and division) without the aid of a calculator.
10. Time management: set priorities in order to meet assignment deadlines.
11. Planning and organization skills; develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals.

#### **PHYSICAL DEMANDS OF POSITION**

1. Sitting, standing, walking, climbing, stooping, bending, twisting, reaching.
2. Talking and hearing; use of the telephone.
3. Far vision at 20 feet or further; near vision at 20 inches or less.
4. Lifting and carrying: 50 pounds or less.
5. Handling: processing, picking up and shelving library materials.
6. Fingering: keyboarding, writing, filing, sorting, shelving and processing.
7. Pushing and pulling: objects weighing 60-80 pounds on wheels.
8. Ability to use: computer terminal, telephone, cash register, photocopier, microfilm/ fiche reader-printer, typewriter, fax machine, camera, computer printer, book truck, calculator.

#### **EQUIPMENT USED**

Computer terminal, telephone, iPhone, copier, scanner and fax machine, microfilm/ fiche reader-printer, typewriter, calculator, camera, computer printer, tablet and eReader, book truck, elevator, security system.

#### **ENVIRONMENTAL/WORKING CONDITIONS**

1. Generally indoor work environment; occasional outdoor environment.
2. Frequent evening and weekend hours.

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