

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: REFERENCE LIBRARIAN
DEPARTMENT: PUBLIC LIBRARY
REPORTS TO: ADULT SERVICES MANAGER/AUTOMATION COORDINATOR

JOB CODE: 4011
DATE: 2/08

JOB SUMMARY:

Performs professional work analyzing and responding to the informational and recreational needs of the public; provides bibliographic instruction to the public; uses professional judgment to select, develop, and interpret the library collection to meet the needs of the public, including electronic and Web-based information resources.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Answers reference and reader's advisory questions for patrons by phone, in person, by mail, and by e-mail; analyzes specific user needs and researches, retrieves, synthesizes, edits, and filters information; refers patrons to appropriate agencies or organizations; directs patrons in the use of library facilities, resources, services, and equipment; interprets, applies, and explains library policies and procedures.

Analyzes and evaluates the library collection on an ongoing basis to ensure appropriate development of the collection to meet the needs of the public and the mission of the library; uses professional judgment to review, evaluate, and select library materials in all formats for adults; evaluates reference tools and services on an ongoing basis.

Provides bibliographic instruction and internet training to the public; develops and publishes a variety of bibliographic tools for the public; trains staff and public in the use of library resource material and equipment; prepares training materials for resources and equipment.

Markets library services to the community; creates displays; creates and delivers presentations regarding the library and its services to various groups and the media; develops and writes articles for the library newsletter; develops publicity materials for library programs and services.

Develops and maintains the library Web page.

Creates, indexes, and maintains local information database; establishes subject authority file for local information database; maintains local history collection.

Assists in the development of adult collection budget; monitors budget in areas of collection responsibility; writes grant application.

Revises reference policies and procedures.

Maintains education in library science; attends courses, workshops, and conferences; remains current with professional reading and issues; remains active in local and state professional activities.

Prepares reports, memos, and correspondence; compiles statistics and information regarding reference services.

Participates in the recruitment and training of Reference staff.

Develops, coordinates, and evaluates adult programs within a fixed budget.

Manages and develops the Foundation Resource Collection, a grant resource collection.

Troubleshoots computer and other equipment problems; maintains supplies for equipment.

Directs and supervises assigned volunteer workers.

Monitors safety equipment for proper operation.

Serves as liaison between library, community, and school organizations; represents the library to other city departments and external organizations.

Supervises facilities and services in the absence of administrators.

Processes book donations.

Supervises library pages; oversees main floor page duties and responsibilities; develops and revises master schedule; participates in page recruitment, interviewing, hiring, and training; completes yearly evaluations.

Researches and selects online databases; contacts vendors for free trials, pricing, and other information; reviews and makes suggestions for revisions to Internet policy; suggests improvements to public Internet workstations.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computers/Terminals
Microfiche/Film Reader-Printer
CD Rom Resources and Equipment
Online Databases

Copiers
Telephone
Print Resources

Calculator
Fax Machine
Printers

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Master's Degree in library/information science from an ALA accredited college or university, and one year related experience; or

Any combination of education, training and experience which provides the required knowledge, skills and abilities required for the job.

Licenses and Certifications:

None.

KNOWLEDGE, SKILLS, AND ABILITIES: (Depending on area of assignment)

Knowledge of:

Principles and practices of library science.

Archival principles and practices.

Principles and practices of supervision, training, and performance evaluation.

Principles and practices of marketing.

Basic budgetary principles and practices.

In-house library collection as well as electronic and Web-based information resources.

Department and library policies, rules, and regulations.

Computer hardware and peripheral devices.

Computer usage and applications.

Variety of computer software programs.

Variety of computer databases.

Broad general knowledge and subject area knowledge, current and historical.

Client groups and the community as a whole and its various needs.

Trends relating to publishing, computers, and media.

Pricing practices and trends.

Public relations and customer service.

Skill in:

Tact, discretion, initiative, and independent judgment.

Communicating clearly and effectively, both orally and in writing.

Reference interviewing techniques.

Preparing reports and correspondence.

Compiling statistics and analyzing data.

Researching and compiling a variety of information.

Database searching.

Independently organizing work, setting priorities, and following up on assignments.

Planning, organizing, assigning, directing, reviewing, and evaluating work of those supervised, and providing leadership.

Formulating goals, objectives, and methods of evaluation for services.

Formulating goals, objectives, and methods for developing training material.

Determining client needs.

Effective public relations and customer service.

Cataloguing.

Assisting patrons with library services.

Operating computer equipment and peripheral devices and troubleshooting problems.

Mental and Physical Abilities to:

Establish and maintain effective working relationships with library personnel and patrons.

Utilize a wide range of information resources and technology, including providing Internet instruction and support.

Remain flexible and adapt to changing situations and technology.

Jump quickly from one subject to another, and to handle more than one question at a time.

Effectively interact with all ages and all ability levels to provide appropriate information services.

Establish trust with patrons.

Read, analyze, and interpret professional periodicals and journals.

Analyze and interpret information needs and select effective course of research.

Speak effectively before public groups and answer questions.

Apply logical thinking to solve problems and accomplish tasks.

Perform duties while sitting, standing, stooping, bending, or crouching.

Frequently lift light and heavy objects.

Working Conditions:

The work is performed in an office or library.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.