**POSITION PURPOSE**

The purpose of the Reference Librarian is to recommend, interpret, evaluate, and/or use information resources to help public library patrons with specific information needs. The Reference Librarian manages reference resources, identifies and interprets user needs, provides reference and reader’s advisory services to library users and assists patrons in material selection. This is accomplished by providing professional expertise, based on knowledge of library principles.

**RELATIONSHIPS**

The Reference Librarian reports to the Assistant Director of the Rawlings library. This position works as a member of the library team to provide exemplary customer service to patrons. This position also serves as internal consultant within the library district relative to reference services.

**PRIMARY DUTIES AND RESPONSIBILITIES**

* Reviews PCCLD standards for reference service, teaches staff best practices, and helps ensure principles of reference service are supported throughout the district.
* Assists customers with finding library materials and provides information to broaden their awareness of library resources and services.
* Engages directly with the public by providing library reference services to patrons by staffing a service desk and also providing virtual reference via chat, email, and telephone.
* Determines the timeliest, authoritative and most appropriate information source for each customer, based on questions asked, the information required, and the format (print, non-print) that provides the most effective delivery.
* Train customers in the use of electronic reference resources, authoritative internet searches, e-books and digital downloads; provide guidance and instruction for both general and specific requests.
* Works with the collection development department to facilitate selection and purchase of reference and general nonfiction books, electronic resources and database subscriptions.
* Provides training in library reference resources, on reference desk procedures and keeps procedural documents updated and current.
* Works with the Technology Librarian to train and update Library staff on use of virtual resources and online databases and assists with resource use.
* Leads system wide tracking and reporting of reference transaction statistics and reference data collection.
* Creates and maintains online guides and other research support tools. Collaborates with librarians, archivists and other providers of information resources to support research and reference.
* Promotes facilitated customer service by proactively approaching customers to offer assistance.
* Explains library regulations and procedures, and resolves basic patron issues.
* Conducts in-office research appointments with library patrons.
* Prepares library guides, handouts, bibliographies, and other research tools.
* Identifies, evaluates, and stays current with emerging trends, resources, practices and standards in electronic resource management, usage statistics, data management, access, and discovery to enhance library services.
* Responds to the library’s *Ask Us* and *Book a Librarian* requests. Provides answers directly to patrons in a timely manner or may refer the question to the appropriate staff member or department.

This position will be assigned the role of Person in Charge (PIC) at the Rawlings Library on a regular basis to respond to any escalated customer service, emergency, or security issues and will work closely with the security officer on duty.

Supports team efforts to maintain a safe and secure environment for customers and staff by maintaining awareness of surroundings and working in accordance with safety policies and procedures.

Participates in regularly scheduled department meetings. Attends All Staff Development Days and other training sessions to acquire new skills and to stay current on all information that is pertinent to PCCLD.

Reads daily organizational communications from intranet, e-mail, newsletters and print announcements. Stays current on all library services, programs and events throughout the district. Regularly accesses electronic time keeping, payroll and personnel employee access systems.

**OTHER DUTIES AND RESPONSIBILITIES**

The Reference Librarian may also complete other designated projects and oversee special projects.

**QUALIFICATIONS**

**Education and Experience:**  Master’s Degree in Library Science from a college or university accredited by the American Library Association. One year of library experience required, preferably in a public library setting.

**Knowledge, Skills and Abilities**

* Ability to conduct complex reference interviews, to analyze requests and to apply research skills to locate specialized information or provide customers with alternative sources.
* Passionately committed to literacy and lifelong learning.
* Intellectually curious and an avid researcher.
* Able to communicate well with and relate easily to coworkers, supervisors, and the public.
* Knowledge of online library instruction platforms (such as LibGuides).
* Demonstrated service orientation and proven ability to promote libraries' role in the teaching/learning process.
* Strong reference skills and interest in serving as a reference librarian in addressing the complex needs of a diverse population.
* Experience with information technologies and automated library systems, and knowledge of emerging standards and practices.
* Demonstrates courtesy and interest in providing high quality service to customers and displays a positive image.
* Basic library operational principles and practices.
* Customer service principles.
* Library reference principles and practices.
* Strong analytical and problem-solving skills.
* Strong computer skills including fluency with electronic information resources and basic web authoring.
* Ability to handle multiple tasks/projects simultaneously and work well under pressure, independently, and in a team-oriented environment.

**Physical Requirements:**  Must be able to lift objects weighing up to 50 pounds and push /pull a fully loaded book cart weighing up to 200 pounds.

**Other Requirements:** Must be able to work a flexible schedule including days, evenings and weekends. Must submit to and successfully pass a criminal background investigation.

Equal Opportunity Employer.