

**Dorothy Bramlage Public Library
Job Description**

Job Title: Reference Specialist
Department: Reference
Reports To: Assistant Director
FLSA Status: Nonexempt
Prepared By: Director
Prepared Date: 5/10/17
Salary Range: \$11.25 - \$15.10

SUMMARY

Provides information service such as answering reference questions and assisting public in use of on-line catalog, Internet, and on-line databases.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Assists patrons with the functions of the adult reference department including but not limited to:

- Reference and reader's advisory, including queries presented in-person, by mail, by telephone and by email.
- Monitoring & managing incoming information on the library's general delivery and reference email accounts, including reading, reviewing, routing and responding to messages as appropriate.
- Use of the Internet service, including use of the equipment, searching for information, and printing.
- Use of the photocopier, microform reader, newspaper back file, archives and other services associated with the reference department.
- Use of on-line databases.
- Routine maintenance of public Internet computers, including performing scheduled updates.
- Selecting and requesting materials on interlibrary loan.

Assists with patron supervision in the public areas.

Assists with library clerical tasks including but not limited to statistics, data collection and reporting for reading programs, and catalog maintenance

Assists with development and delivery of tutoring service

Assists with the development and delivery of community education classes and activities including instruction on use of electronic devices.

Assists with development and maintenance of library publications including but not limited to the Community Information Directory and Learning Is for Everyone (LIFE) community education directory.

Assist with development and maintenance of community calendar of events.

Assists with maintenance and monitoring of library social media sites.

Assists with shelf reading, shelving and straightening.

Assists at the Circulation and Juvenile Reference Desks as needed.

Maintains a positive work atmosphere by acting and communicating in a manner that facilitates positive professional relationships with patrons, co-workers and management

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B. A.) from four-year college or university; or Associates Degree plus four years of previous library experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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 to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually quiet.