



HUMAN RESOURCES

POSITION DESCRIPTION

We believe that each employee makes a significant contribution that should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of the services we provide to our patrons.

Job Title: Reference Librarian

Location: Reference Department – Charleston Main

Reports To: Head of Reference Services

Last Revision Date: 08/15

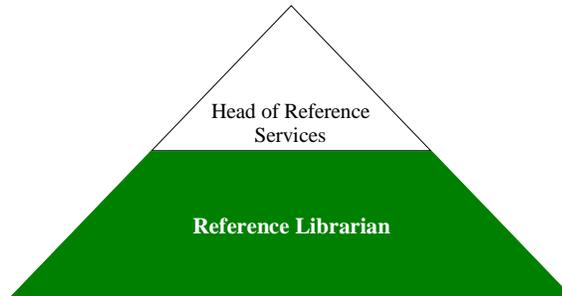
PURPOSE

The Reference Librarian is focused on delivering the highest possible level of library service while working to deliver general and specialized reference, information, and readers’ advisory services. This position provides professional-level support to the Head of Reference Services in a variety of areas, to include collection management. May be assigned lead responsibilities for particular programs or aspects of service.

NATURE & SCOPE

This position’s primary responsibilities include generally diversified and complex activities, to include the exchange of information with outside sources or contacts and as a resource within internal and external teams. Works under infrequent supervision and uses initiative to identify potential problems, conducts research to determine solutions. Provides instructional guidance through coaching and training; may participate in the development of departmental performance guidelines or training requirements as assigned.

ORGANIZATION PLACEMENT DIAGRAM



QUALIFICATION GUIDELINES

Education	Experience
Essential	
Master’s Degree in Library Science Awarded by ALA accredited institution	Minimum of one (1) year of related experience working with or providing informational services to the public Proven skills for general computer use, to include Microsoft Office software, the internet, mobile devices, ILS, general office and library equipment
Preferred	
	Public Library experience Experience using SIRSI Experience working in a non-profit or public environment
Ability to:	

This position may require the use of personal or Library vehicles on Library business, which requires individuals to be capable of operating the vehicles safely, possess/provide documentation of valid driver's license and acceptable driving record.
 Demonstrate analytical skills necessary to analyze and interpret information, establish facts, draw valid conclusions, develop and implement responsible strategies.
 Work cooperatively and effectively with staff, patrons, and contacts.
 Convey ideas, information, and training through public presentation, verbal and written communication

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

This job description will be reviewed periodically as duties and responsibilities change if necessary. Position Descriptions are subject to modification.



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PRIMARY ACCOUNTABILITIES

Work actively to meet customer service expectations established within the department and organization
Work regularly at the reference desk or other public service points to answer standard and complex reference questions, provide readers advisory information and to monitor customer service and needs; demonstrate and troubleshoot the use of equipment, PCs and related software as needed
Assist with downloads and use of multiple personal devices
Continually monitor and assess users' needs and act to improve services
Compile and analyze data, prepare reports and procedures; summarize activities monthly or as assigned
Participate in planning and implementing system wide Adult Services or Reference programs for the public as directed
Maintain relationships and effective communication with public and private organizations to further KCPL's mission
Promote awareness of library services to the community and library staff
Support and participate in system-wide activities, meetings and teams
Participate in the development of long and short-term plans for the department and the organization
Serve as lead resource in the escalation of complex reference/information needs throughout the system
Prepare relevant and high-quality content from internal and external sources for Library website(s) and publications
Actively participate in collection management duties for the Main Library to include selection, weeding and/or evaluating materials as assigned
Research, recommend, implement and monitor independently or with others, service responses to community needs, projects, grants, etc. as assigned
Participate in the development and implementation of system-wide workshops and in-service training programs for staff
Support department and system-wide event planning and execution (i.e. Book Festival, Staff Development Day)
Support Library management policies
Keep abreast of technological changes; ensure efficient use of equipment and resources through communication and training
Interpret and explain policies to public and staff
Carry out any other duties within the scope, spirit and purpose of the job

ESSENTIAL ABILITIES

Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with the supervisor, community, vendors, employees, and general public.
Sufficient vision, with or without reasonable accommodation, which permits the employee to produce and review a wide variety of materials in both electronic and hard copy form.
Ability to regularly ascend or descend a series of stairs or several tiers of stairs.
Ability to work a flexible schedule to include evenings and weekends.
Ability to travel to and from various locations.
Ability to learn and carry out the primary accountabilities of the assigned position.
Ability to maintain body equilibrium to prevent falling when walking, standing, or crouching.
Ability to effectively communicate in writing and orally on job progress and other overall assignments and responsibilities.
Ability to comprehend and sustain fundamental principles of library services, to include open access to library materials and privacy rights of patrons.

All positions at the KCPL require a criminal background check.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform primary accountabilities of this job. This job description is not intended as, nor should it be construed as exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

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