

## **Adult Services Librarian /Head of Reference)**

### General Statement of Duties

The Adult Services Librarian/Head of Reference performs a wide variety of information and reference services; developing and conducting programs; instructing customers in the use of library resources and technology; and assisting with collection development.

### Supervision Received

Works under the general supervision of the Assistant Director and Director

### Supervision Given:

Exercises working supervision over all reference staff.

### Principal Duties

#### *Reference Services*

- Provides a full range of information services to the public, including reference and media advisory, in person at public service desks, by phone and online, and through public programming, while ensuring that each library user receives the highest possible standard of customer service
- Teaches customers how to use commonplace digital resources, services and devices
- Develops novel ways to curate and share information with the public; develops and promotes library resources and services to specific user populations, including physical and virtual displays, booktalks, finding aids and related activities
- Refers customers to supplemental resources both within and outside the library

#### *Programming & Outreach*

- Participates in the development and delivery of programs for adults on a variety of topics, including instructional programming and technology training, both in the library and in the community
- Conducts group visits and tours
- Develops and maintains effective relationships with community organizations to promote library services and programs
- Participates in civic organizations and community activities, building partnerships and representing the library to the community

#### *Resource Development*

- Assists in developing and maintaining materials collections and information resources such as print publications, electronic resources, website content, and other media formats
- Prepares physical and virtual reading lists and finding aids and utilizes electronic resources to find new means of providing resources and services to the public
- Participates in the development and maintenance of content for social media platforms such as library blogs, Facebook and Twitter
- Participates in the development and maintenance of content for the library website, including local history digitization projects

### *Training & Staff Development*

- Maintains expertise in providing library services to diverse populations; keeps current with knowledge and trends related to public library services
- Keeps informed of library policies and procedures, new and emerging technologies, popular literature and library trends
- May instruct others in work procedures and may provide direction to others on a project basis
- May develop and deliver trainings to library staff, including library assistants and other librarians
- Participates in library teams, committees and trainings in support of library strategic initiatives
- Attends professional meetings and workshops and participates in appropriate professional organizations and committees

### *Leadership Support*

- Engages in effective teamwork to achieve library-wide goals through positive collaboration with others
- Interprets and applies library policies and procedures for customers and resolves customer complaints
- Takes ownership of the public service environment to ensure the safety of staff and the public and maintain an appropriate atmosphere and discipline
- Assumes a leadership role to address emergency situations, as required

### *Other Duties*

- Assists with responsibilities related to technology functions and equipment
- Performs related duties as assigned

### Qualifications:

#### *Education*

- Must have an M.L.S. from an ALA-accredited library school.

#### *Information Services*

- Minimum one year of experience providing information services preferred
- Must have knowledge of the principles and practices of public library work, including reference, information, and reader's advisory services
- Must have knowledge of general and specialized research tools and techniques
- Must be able to answer, or provide appropriate referrals in response to, specialized and general reference questions
- Must have knowledge of reader interest levels, books, authors and reading genres

#### *Technology*

- Must have current working knowledge of PCs in a Windows environment, library applications, and library automation systems, and be able to use online Internet searching methods and information resources
- Must be familiar with commonplace social media platforms
- Must have basic knowledge of HTML/XML; familiarity with website content management systems desirable

### *Customer Service*

- Minimum one year of experience providing customer service and/or instructional or outreach services to the general public
- Must possess a positive customer service attitude, professional demeanor, and the ability to be friendly, courteous and tactful with the public

### *Communication and Interpersonal Skills*

- Must be able to communicate clearly, diplomatically, and in a friendly and positive manner with staff and library users from diverse ethnic, socioeconomic and cultural backgrounds, and listen to, understand and interpret the concerns of others
- Must be able to plan programs, develop program handouts, and conduct effective classes and programs for the general public
- Must be able to establish and maintain effective working relationships with all levels of library staff and work collaboratively in a team environment to find solutions to problems
- Experience in public speaking and formal writing skills are highly desired
- Must be able to communicate effectively in English, both orally and in writing, and be easily understood on voice telephone

### *Other Required Skills and Abilities*

- Must be flexible, able to handle multiple competing priorities and tasks, adaptable to change, and able to work effectively and meet deadlines in a fast-paced and rapidly changing environment
- Must be able to work independently with limited supervision and to exercise initiative and good judgment in the performance of duties
- Must be able to accurately carry out complex procedures and pay close attention to detail

### *Physical Demands and Work Environment*

#### Physical Demands:

While performing the duties of this job, the employee is frequently required to:

- Sit or stand for extended periods of time, to bend, stoop, and walk, and to talk and hear
- Use hands to finger, handle, or feel objects, tools, or controls; and to reach with hands and arms
- Lift and carry books and other library materials up to 50 pounds, push loaded book trucks up to 150 pounds, and operate a variety of machinery and equipment, including office equipment such as computers, scanners, copiers, facsimile machines, CD/DVD players and related equipment.
- Vision requirements include close vision, distance vision, depth perception and the ability to adjust focus

#### Work Environment:

While performing the duties of this job, the employee will encounter hectic or demanding situations, including behavioral issues and frequent interruptions, with maximum flexibility required. The job involves working a varied schedule, including evenings and weekends, and assignment at a variety of library service points and branch library locations. Employees must be willing and able to travel between branch locations and to attend meetings and events outside the library.

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