



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 our patrons.

**Job Title:** Reference Librarian  
**Location:** Reference Department – Charleston Main  
**Reports To:** Head of Reference Services  
**Last Revision Date:** 10/08

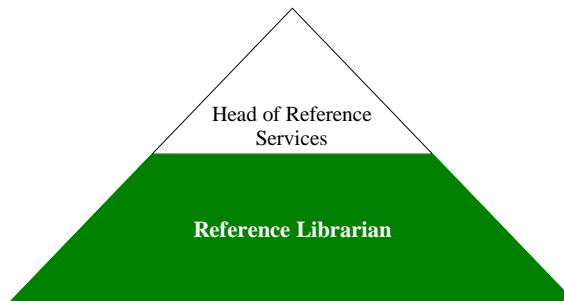
### PURPOSE

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.

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

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



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 our patrons.

### PRIMARY ACCOUNTABILITIES

Works actively to promote and meet customer service expectations established within the department and organization  
Works 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; demonstrates and troubleshoots the use of equipment, PCs and related software as needed  
Continually monitors and assesses users' needs and acts to improve services  
Plans, implements, presents/coordinates programs and classes for Main Library and Library system as assigned  
Compiles and analyzes data, prepares reports and procedures; summarizes activities monthly or as assigned  
Participants in planning and implementing system wide Adult Services or Reference programs as directed  
Maintains relationships and effective communication with public and private organizations to further KCPL's mission;  
Promotes awareness of library services to the community and library staff  
Supports and participates in system-wide activities, meetings and teams by preparing and following requests submitted by the coordinator of each service and as directed  
Participates in the development of long and short-term plans for the department and the organization  
Serves as lead resource in the escalation of complex reference/information needs throughout the system  
Prepares relevant and high-quality content from internal and external sources for Library website(s) and publications  
Actively participates in collection management duties for the Main Library to include selection, weeding and/or evaluating materials as assigned  
Researches, recommends, implements and monitors independently or with others, projects, grants, etc. as assigned  
Participates in the development and implementation of system-wide workshops and in-service training programs for staff  
Supports department and system-wide event planning and execution (i.e. Book Festival, Staff Development Day)  
Supports Library management policies  
Keeps abreast of technological changes; ensures efficient use of equipment and resources through communication and training  
Interprets and explains 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.

*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.*

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