

JOB TITLE: Reference Librarian

DEPARTMENT: Adult Services

CLASSIFICATION: Group 8

STATUS: Non-Exempt

GENERAL STATEMENT:

Under the general supervision of the Head of Adult Services, the Reference Librarian performs professional library work. The work involves planning and implementing library programs, selecting materials and maintaining the collection, providing reference and readers' advisory services and library instruction to patrons. This person deals responsibly with patron problems or emergencies to maintain a safe and pleasant environment. This person serves as Librarian in Charge as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Understands and practices the Values of the Des Plaines Public Library.
2. Provides uniformly gracious and friendly service to all.
3. Understands and carries out the library's policies and procedures, while safeguarding confidential and restricted information.
4. Answers reference questions in person, by telephone, via email, and online.
5. Instructs and assists patrons in the use of electronic and print resources.
6. Provides readers' advisory services.
7. Selects material for the collection and participates in collection evaluation and maintenance.
8. Promotes and markets the library's adult collections.
9. Creates and presents library programs.
10. Maintains memberships in professional associations and participates in their activities.
11. Attends appropriate meetings, workshops, and conferences.
12. May prepare weekly desk schedules as assigned.
13. May oversee the work of the pages, technology pages, and volunteers.
14. May write reports and compile statistics.
15. May write and manage grants.
16. May represent the library at community organizations.
17. May assist at other public services desks.
18. Maintains neatness of public areas including floors, desks, counters, shelves, tables, and personal space.
19. Performs other duties as assigned.

MINIMUM QUALIFICATIONS

1. Master's Degree in Library Science from an ALA accredited program.
2. One year library work experience.
3. Available to work evenings and weekends.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Ability to perform excellent customer service and to communicate general library policies and procedures to the public.
2. Ability to establish and maintain effective work relationships with staff and patrons.
3. Ability to work as a member of a team.
4. Ability to work independently.
5. Ability to conduct a patron interview and to provide an accurate response in a timely manner.
6. Ability to handle multiple and simultaneous tasks.
7. Ability to remain calm in difficult situations.
8. Considerable skill in written and spoken communication.
9. Knowledge of literature, popular materials, nonfiction, and reference materials in a variety of formats.
10. Knowledge and skill in the use of online and electronic resources.
11. Knowledge and skill in the use of appropriate technology.
12. Knowledge of the professional practices, procedures, and techniques of library science.
13. Willingness to learn new skills.

TOOLS/EQUIPMENT USED:

A variety of office machines, computers and library equipment.

PHYSICAL DEMANDS/WORK ENVIRONMENT:

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 frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger; handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift up to 25 pounds. The employee must transport/move up to 100 pounds of library materials from one library location to

another. Specific vision abilities required by this job include close vision and the ability to adjust focus.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

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