

## LARAMIE COUNTY LIBRARY SYSTEM JOB DESCRIPTION

<b>Job Title</b>	<b>FLSA Status</b>
REFERENCE SPECIALIST	NON-EXEMPT
<b>Division</b>	<b>Pay Range</b>
REFERENCE/COLLECTION SERVICES	23

### JOB SUMMARY

The primary responsibility of the Reference Specialist is to serve the public in its use of library resources by providing reference and computer assistance, information and instructions to patrons in person, by telephone, by e-mail or by instant message. The Reference Specialist is responsible for other support duties including maintaining equipment, resources and work areas, processing and inspecting related materials, shelving and data entry.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Performs public relations for the library. As sometimes the first person that a patron comes in contact with, public relations is a very important aspect of this position.
3. Answers reference questions and gives directions. Conducts reference interviews to ensure that patrons receive correct information.
4. Develops assigned areas of nonfiction collection. Tasks include weeding, evaluation and purchasing. Prepares book order as instructed by manager. Recommends cataloging and call number changes.
5. Trains the general public and/or library staff in use of bibliographic, Internet, and other electronic resources, both one-on-one and in group settings.
6. Places and troubleshoots interlibrary loan requests and holds, including locating and processing items from the hold pick list and/or VDX pull list.
7. Provides reference assistance to patrons in Special Collections. Provides assistance with all equipment in Special Collections.
8. Conducts library tours and computer classes as assigned.
9. Utilizes computers and applications that relate to the operation of Reference/Collection Services and service to the public, including on-line catalog, integrated automation system, Internet, word processing program, website content (and possibly design) as it relates to the mission of Reference/Collection Services, and other electronic resources.
10. Maintains a working knowledge of all equipment and computers in the Reference/Collection Services area. Knows and follows proper procedures when systems go down. Maintains supplies, such as paper and toner, and troubleshoots problems as needed. Notifies the Manager or Information Technology staff when machines or computers are out of order.
11. Assists patrons in use of all machines and computers available to public in the Reference/Collection Services area.
12. Checks in new non-fiction books.
13. Prepares the third floor Ask Here Desk and reference areas for opening each day. Monitors the overall appearance of third floor Ask Here Desk and public areas of library.
14. If assigned, responsible for responding in a timely manner to patron purchase requests following established procedures.

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- 15. If assigned, compiles monthly statistics of reference questions.
- 16. If assigned, ensures that sufficient supplies are on hand to promote the smooth functioning of Reference/Collection Services.
- 17. Works Greeter Desk as assigned.
- 18. Performs other related and necessary duties as assigned.

### MINIMUM REQUIREMENTS

- Bachelor's degree from an accredited college or university
- 1 year of relevant experience or
- The equivalent combination of education and experience

### REQUIRED CERTIFICATIONS, SKILLS AND ABILITIES

- Proficiency with a variety of software programs related to library operations including word processing, Internet, scheduling/calendaring/e-mail, and WYLD
- Ability to effectively and efficiently utilize and search computerized bibliographic databases
- Ability to work with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks
- Accurate numerical and alphabetical filing skills
- Ability to enter data into a computerized database, spreadsheet, document or other system

### REPORTING RELATIONSHIPS

Reports to: Reference/Collection Services Manager

Supervises: None

### PHYSICAL EFFORT AND WORKING ENVIRONMENT

The essential duties and responsibilities of this job require the employee to move or manipulate moderately heavy equipment, boxes, carts, files and/or stacks of material from one location to another.

**LATEST REVISED DATE 1/2012**