

Oshkosh Public Library Position Description

Position: Reference and Adult Services Librarian
Classification: Librarian
Department: Reference and Adult Services Department
Date: April 2016

GENERAL PURPOSE

This position provides services to meet the information needs of adults, students, and teachers. The professional librarian is expected to have a wider and deeper command of the range of resources available to address those needs than would a para-professional library assistant. Reference and Adult Services Librarians may have knowledge, skills and qualifications that allow them to meet specialized information needs in such areas as genealogy, local history, digital technology or other subjects. Professional librarians may also be called upon to fulfill planning, supervisory, administrative or other non-routine duties as assigned.

Supervision: Head of Reference and Adult Services

Salary Matrix Level: F

ESSENTIAL DUTIES AND RESPONSIBILITIES

Reference service and library use assistance.	
Duty/Responsibility	Performance Standard
Answer questions submitted by patrons of all ages in person, by email or telephone.	Patrons receive current and correct information to answer their questions. Patrons receive information quickly (immediately or while they wait, if possible). Patrons will receive delivery of information by the method that best meets their needs. Among the options for delivery are emailing, phoning or setting aside physical documents at the Reference Desk.
Provide genealogy and local history reference service and subject specialist expertise.	
Assist students, parents or teachers to find relevant information for school assignments.	Staff will identify and recommend books, databases and magazines suitable for students. Staff will guide students to materials on second floor. Staff may refer students to materials or additional staff assistance in the Children's and Teen collections.
Conduct library tours and instruct groups and individuals on the use of the library.	Visiting groups and individuals will have a basic understanding of the library's layout and organization of materials and collections.
When called upon to do so, briefly explain how	Patrons are informed of the library's collection development

<p>library collection development works, including how materials are selected and weeded.</p>	<p>processes and standards.</p>
<p>Answer questions about genealogical research, including methods and resources.</p> <p>Answer questions about the history of Oshkosh and Winnebago County.</p>	<p>Patrons will receive accurate information and/or patient and knowledgeable instruction to further their genealogical or local historical research.</p> <p>Patrons will receive instruction in using the variety of library resources available for conducting genealogical or local historical research (including reference and circulating books; microfilm/microfilm viewing equipment; and, electronic databases/library computers).</p>
<p>One reference librarian is designated as the Genealogy/Local History librarian:</p> <p>This librarian is expected to acquire an expert level of knowledge in matching research needs of patrons with the resources of the library in these subject areas.</p> <p>This librarian consults by appointment with patrons who have advanced genealogical or local historical research needs and with patrons who are traveling to visit Oshkosh on a particular day.</p> <p>This librarian will make local history collections accessible to researchers, both in the library and remotely.</p> <p>This librarian will develop and maintain the local history collection using accepted conservation and preservation treatments.</p> <p>This librarian trains other department staff; plans and presents programs; recommends acquisitions for the Genealogy and Local History collections; and organizes these collections.</p>	<p>In addition to the genealogy / local history reference and instructional performance standards above, the following additional standards will be expected from the librarian fulfilling this role:</p> <p>Patrons with advanced research needs and staff working on difficult questions in these subjects will receive knowledgeable, prompt, and patient assistance to further their research or to find the information needed.</p> <p>Patrons who plan ahead for a visit to Oshkosh Public Library for genealogical or local historical research will receive prompt and patient responses to their inquiries, and will have their schedules accommodated whenever possible.</p> <p>Local history projects such as the planning and development of finding aids and the digitization of materials will provide researchers with access to the local history collection.</p> <p>Grant funding will be pursued by the librarian for the processing, conservation and imaging of the local history collection.</p> <p>At least two training session per year will be offered by the Genealogy / Local History Librarian to other members of the Reference and Adult Services Department.</p> <p>Genealogy and/or local history programs will be planned and presented as is appropriate within the scope of the adult programming schedule and the library strategic plan.</p> <p>The circulating and reference collections in the subject areas of genealogy and local history will be continually evaluated; selected titles will be submitted regularly to the Head of Technical Services for ordering; and de-selection decisions will be made as appropriate according to established policy and</p>

	guidelines.
Digital Technology Services.	
Duty/Responsibility	Performance Standard
Provide assistance to patrons in using library-provided equipment to access and use internet resources, including such tools as web search, web-based email, e-government forms, online job applications, Overdrive, etc. Ideally, staff will assist patrons in learning to use these resources independently rather than performing the tasks for the patron.	<p>Patrons will receive knowledgeable, patient and helpful assistance and instruction in using library computers and digital resources.</p> <p>Patrons will learn to use digital resources independently.</p> <p>Staff will exercise judgement as to how much time to spend in support of the needs of an individual patron:</p> <ul style="list-style-type: none"> time spent with a particular patron may depend upon service volume in the department and the nature of the patron's needs; when appropriate, staff will refer patrons to instructional opportunities to address needs that go beyond the limits of the reference desk.
Provide instructions for patrons who want to search the library catalog at the library or online from home.	Patrons will receive knowledgeable, patient and helpful assistance and instruction in using library's online library catalog.
Provide assistance to patrons in using library-provided equipment, including photocopier, fax machine and microfilm reader/printer machines.	<p>Customers will be able to use library equipment confidently and independently.</p> <p>Staff will promptly report problems with library-provided hardware, software or other equipment so that troubleshooting and/or repair may be initiated quickly.</p>
<p>One reference librarian is designated as the Digital Services Reference Librarian:</p> <p>This librarian is expected to acquire an expert level of knowledge in using the digital hardware and software offered by the library and in the digital personal devices that people use to access the library's electronic resources.</p> <p>This librarian is also expected to acquire enough knowledge of library-provided digital and other equipment. The goal is for this librarian to be able to conduct basic troubleshooting and resolution of simple problems before referring problems to more expert technical support services.</p> <p>This librarian trains other department staff; plans</p>	<p>In addition to the digital resources reference services listed above:</p> <p>Patrons will find library hardware and software that is in good working order when they wish to use them;</p> <p>Patrons with intermediate or advanced technology questions and staff working on such questions will receive knowledgeable, prompt, and patient assistance from the Digital Services Reference Librarian.</p> <p>All staff of the Reference and Adult Services will be kept informed of changes to the library's digital resources offerings: including changes to policies, procedures, terms of use, best practices, etc.</p> <p>Staff of the Reference and Adult Services Department will receive training in basic hardware, software and equipment use</p>

<p>and presents programs; and recommends acquisition and de-selection of materials on digital technology for the adult non-fiction collection.</p>	<p>and troubleshooting.</p> <p>Digital technology programs will be planned and presented as appropriate within the scope of the adult programming schedule and the library strategic plan.</p> <p>Circulating adult non-fiction materials in areas of computers, the internet, and digital technology will be continually evaluated; recommendations for materials acquisitions will be submitted regularly to selection librarian and de-selection decisions will be made as appropriate according to established policy and guidelines.</p>
<p>Readers' Advisory Services</p>	
<p>Duty/Responsibility</p>	<p>Performance Standard</p>
<p>Provide suggestions to patrons who are seeking reading materials they will enjoy in person, by email or telephone.</p> <p>When appropriate, show patrons the "For Readers" web site section to introduce them to online tools for discovering and gaining access to books they may enjoy.</p>	<p>Patrons will receive knowledgeable guidance to help them find reading material in all available formats.</p> <p>Patrons will be introduced to online tools for discovering and gaining access to enjoyable reading materials.</p>
<p>Offer interlibrary loan service when items are not available in any Winnefox Library System library.</p> <p>When appropriate, politely and clearly explain the parameters and limitations of interlibrary loan service, including reasons that certain types of materials (e.g. new or rare books) are rarely loaned by other libraries.</p>	<p>Interlibrary loan requests are promptly submitted to Winnefox Library System staff.</p> <p>Patrons are notified promptly when their requested interlibrary loan item has arrived.</p>
<p>Suggest completing a request for purchase form to request new books.</p>	<p>Online purchase request form is filled in with all necessary information (title, author, date, etc.) required for ordering.</p>
<p>Staff highlight titles or authors by creating interesting displays and posters so patrons can easily find popular or interesting titles.</p>	<p>Frequently-changed subject or author displays attract patrons who find new titles or authors to enjoy at the library.</p>
<p>One reference librarian is designated as the Reader Services and Technology Reference Librarian:</p> <p>This librarian is expected to acquire an expert level of knowledge in matching reading interests of patrons with books they may enjoy.</p>	<p>In addition to the readers' advisory services standards above, the following additional standards will be expected from the librarian fulfilling this role:</p> <p>All staff of the Reference and Adult Services will be kept informed of changes to the library's readers' advisory resources.</p> <p>At least one training session per year will be offered by the</p>

<p>This librarian maintains the content offered under the “For Readers” tab on the library web site, uses the library’s social media accounts to promote books, reading and library resources for readers to the community.</p> <p>This librarian trains other department staff; plans and presents programs; recommends acquisition of books likely to be popular with library users.</p>	<p>Reader Services and Technology Reference Librarian to other members of the Reference and Adult Services Department.</p> <p>Programs promoting greater understanding of resources available for discovering and gaining access to reading materials will be planned and presented as is appropriate within the scope of the adult programming schedule and the library strategic plan.</p>
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Book Club Collection and Support Services

Duty/Responsibility	Performance Standard
<p>In addition providing leadership on individual readers’ advisory services, the Reader Services and Technology Reference Librarian develops the Book Club Collection and leads liaison and support activities for book discussion groups / clubs.</p> <p>This librarian suggests titles responsive to the reading interests of Oshkosh area book discussion clubs to the Head of Reference and Adult Services.</p> <p>This librarian encourages title or author purchase suggestions from OPL Book Club members.</p> <p>This librarian ensures that the library web pages on services to book clubs are kept up to date.</p> <p>This librarian plans events and programming of interest to book club members.</p>	<p>Book club collection is used by area discussion groups.</p> <p>Online lists of book club titles are kept up to date; new titles are highlighted.</p> <p>Program attendees learn about book club support services and provide feedback for improving those services.</p>

Collection Development

Duty/Responsibility	Performance Standard
<p>Librarians act as “subject specialists” for assigned areas of the library’s collection. In that role, they are expected to carry out the following tasks:</p>	
<p>Become familiar with the area of responsibility – for example, major authors, schools of thought, and new developments. Become the library’s front-line expert on this area of the collection.</p>	
<p>Read library review journals; note which new items in the collection area have already been selected; and forward additional title selection suggestions to Head of Technical Services / Collection Development Coordinator. Forward title selection suggestions that may come to attention elsewhere (broadcast media; general or</p>	<p>Subject specialist librarian becomes familiar with the library’s collection and makes informed suggestions of additional titles to be added.</p> <p>Library collection appeals to Oshkosh area readers and is used.</p>

specialized news sites on the internet, etc.)	<p>Patrons see a variety of new materials in all areas of the library.</p> <p>Patrons find popular fiction titles and favorite/currently popular authors to read.</p> <p>Library materials are in good physical condition.</p> <p>Patrons wanting a book or a book series will find titles. If not all of the titles are present, the library staff will check if other libraries in the system have the titles and place a hold or submit an interlibrary loan request from other libraries.</p>
Weed books continuously in nonfiction and fiction following agreed-upon criteria.	In the nonfiction area, patrons find books that are accurate, not out-of-date, and in good condition.
Participate in collection development at the library level as coordinated by the Head of Technical Services / Collection Development Coordinator: provide input on collection budgets; help to maintain clear policies and procedures for collection development; read memos and attend relevant meetings pertaining to collection development.	Subject specialist librarians are informed and active in the collection development process.
Adult programs and community engagement	
Duty/Responsibility	Performance Standard
Plan, provide and host programs that further the library strategic vision and goals.	Attendees gain new knowledge and/or skills.
Provide presentations to agencies, groups or events inside the library and at outside venues, including schools, the Seniors Center, elder care facilities.	Attendees will gain a higher awareness and understanding of the library's services, collections, and programs.
Suggest programs, presentations and community engagement opportunities that will further the library's strategic vision and goals.	RASD library are active in suggesting program and community engagement opportunities to the department head.
General departmental and library operations	
Duty/Responsibility	Performance Standard
Provide staff leadership when manager is on vacation, ill, etc. Serve as a contact for patron inquiries, incidents, and questions from other library departments and staff which cannot wait until the department manager returns.	Time-sensitive inquiries and situations are handled in a timely, knowledgeable and professional manner.
Provide staff leadership during an accident, incident, customer confrontation or building	Library employees know to whom to look for direction and leadership in a crisis.

emergency.	Management involvement is sought as and when the situation permits.
Assist with building security, including: disabling and enabling alarms, lost children, contacting public safety services such as police and fire, following proper procedures for handling biohazardous waste and blood borne pathogens, assist with keeping entrances free of snow and ice.	Prompt and appropriate actions are taken to ensure health and public safety.
Enforce library policies, procedures and rules. Complete necessary reports in the case of accident, injury, theft of library property, disturbances, or inappropriate use of library equipment.	Prompt and appropriate actions are taken in response to any accident or incident. Reports are filed as soon after the conclusion of an accident or incident as is possible.
Professional Development	
Duty/Responsibility	Performance Standard
Participate in continuing education activities to keep knowledge of adult services and library trends current.	Personal and professional development goals are set in the annual performance review with the director, and progress is tracked in meeting throughout the year.

KNOWLEDGE, SKILLS AND ABILITIES

Commitment to helping adults and families become lifelong learners.

Knowledge of adult fiction and nonfiction.

Knowledge of popular topics such as hobbies, recreation, travel, etc.

Knowledge of local history resources and local authors.

Knowledge of current practices and trends in librarianship.

Knowledge of online public access catalogs (OPACs).

Excellent verbal and written communication skills, including public speaking.

Ability to prioritize tasks during fluctuating workflow.

Ability to be flexible about learning and teaching new ways to do things, including technology.

Proficiency with computer applications including: word processing, spreadsheets, presentation programs, email, internet navigation, content management software for websites and internal blogs, online library catalogs, and other digital resources.

Knowledge of a variety of technologies or equipment used in libraries, such as photocopiers and fax machines

REQUIRED EDUCATION AND/OR EXPERIENCE

Master's degree in library science from an ALA accredited library school.

Experience working as a librarian in a library or other information-based agency.

TOOLS AND EQUIPMENT USED

Personal computers, printers, photocopy machines, telephone, LED projectors, other computer-related equipment and microfilm reader-printers.

PHYSICAL DEMANDS

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 stand for up to eight hours; talk and hear; use hands to dial, handle, or feel, objects or controls; and reach with hands or arms. The employee is required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to push carts and lift boxes weighing up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is moderate. Most work is indoors with occasional work performed outside such as monitoring a booth at a community event or presenting an outreach program.

Minimal travel may be required for performing outreach programs, site visits, and professional development activities.

Employee may be called upon to clean up blood borne pathogens and bodily fluids.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and background check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirement of the job change.