

**LARAMIE COUNTY LIBRARY SYSTEM  
JOB DESCRIPTION**

<b>Job Title</b>	<b>FLSA Status</b>
REFERENCE SPECIALIST	NON-EXEMPT
<b>Division</b>	<b>Pay Grade</b>
REFERENCE SERVICES	24

**JOB SUMMARY**

Serves the public in their use of library resources by providing reference assistance, information, and instruction through a variety of means, including in person, by telephone, or electronically. Responsible for developing and managing assigned areas of the third floor collection and other support duties including maintaining equipment, resources, and work areas; processing and inspecting related materials; and data entry.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Performs customer service for the library. As the first and sometimes only person that a patron may be in contact with, customer service is a very important aspect of this position.
3. Spends appropriate amount of time away from the desk roving using established procedures. Meets patrons at their point of need.
4. Maintains knowledge of procedures and policies of Laramie County Library System and the division. Interprets and applies policy in order to make decisions regarding patrons and procedures. May call for assistance from the manager, assistant manager, or others in the chain of command when appropriate.
5. Answers reference questions using print and online resources and questions about library policies and procedures. Conducts reference interviews to ensure that patrons receive accurate information.
6. Develops assigned areas of the nonfiction collection. Tasks include weeding, evaluation, and purchasing. Prepares book orders as instructed by supervisor. Recommends cataloging and call number changes to supervisor. Checks in new nonfiction books.
7. Participates on library-wide committees and teams as assigned.
8. Trains the general public and/or library staff in use of print and online resources, both one-on-one and in group settings. Develops and conducts hands-on and lecture-style classes in basic computer skills as assigned.
9. Places and troubleshoots interlibrary loan requests and holds, including locating and processing items from the hold pick list, VDX pull list, and OCLC pull list.
10. Provides reference assistance to patrons in Special Collections. Provides assistance with all equipment in Special Collections, including computers, copier/printer, microform equipment, and equipment to assist people with disabilities.
11. Assists patrons in their use of third-floor study and meeting rooms, including troubleshooting AV equipment.
12. Assists participants in summer reading celebration, including promotion, registration, database management, and prize distribution.

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13. Assists Seed Library of Laramie County (SLLC) borrowers, including promotion, registration, database management, and seed distribution. Assists manager with SLLC materials and programs, as assigned.
14. Utilizes computers and applications that relate to the operation of the division and service to the public, including the online catalog; integrated automation system; internet; email; Microsoft Office programs; meeting room software; wireless printing software; LCLS website; LCLS intranet and staff wiki; staff scheduling software; reference statistics; instant messaging; and other online resources.
15. Maintains a working knowledge of all equipment and computers in the division. Knows and follows proper procedures when systems are offline or out of order. Maintains supplies, such as paper and toner, and troubleshoots problems as needed. Notifies the appropriate staff when equipment is out of order.
16. Assists patrons in use of all machines and computers available to the public in the division, including catalog computers, 15-minute internet computer, self-guided learning computer, business computer, copier/printer, smart kiosk, self-checks, and wireless access points.
17. Prepares the third floor Ask Here desk and reference areas for opening each day and follows closing procedures. Monitors the overall appearance of third floor Ask Here desk and public areas of library.
18. Maintains nonfiction displays. If assigned, creates displays.
19. Provides test/exam proctoring services.
20. Works in cooperation with the Assistant Manager, Reference Services/Special Collections Librarian to develop and manage the government and public documents collection, as assigned. Cooperates with the Manager, Computer Center & Cataloging Services to appropriately catalog documents, balancing the need for access with the demands of original cataloging and the ephemeral nature of many documents.
21. Responds in a timely manner to patron purchase suggestions following established procedures, as assigned.
22. Compiles monthly statistics for division, as assigned.
23. Ensures that sufficient office supplies are on hand to promote the smooth functioning of the division, as assigned.
24. Registers as a Notary Public and provides notary services, as assigned.
25. Works the Greeter desk, as assigned.
26. Performs other related and necessary duties, as assigned.

**MINIMUM REQUIREMENTS**

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

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**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Must have a current driver’s license valid in the State of Wyoming or the ability to obtain one within six months of date of hire.
- Proficiency with a variety of software programs and systems related to the operations of the library including word processing, internet, scheduling/calendaring/email, integrated library systems, and operating systems.
- Working knowledge of public library operations.
- Ability to supervise, coach, train, and lead volunteers.
- Proficiency in applying good customer service skills.
- Ability to work with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks.
- Ability to work flexible work schedules including weekends and holidays.
- Ability to speak, read, comprehend, and write the English language.
- Ability to effectively and efficiently utilize and search computerized bibliographic databases.
- Ability to enter data into computerized databases, spreadsheets, documents, and/or other systems.

**REPORTING RELATIONSHIPS**

Reports to: Manager, Reference & Collection Services, unless assigned to Assistant Manager, Reference Services/Special Collections Librarian

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 stacks of material from one location to another.

**DATE LAST REVISED: 11/2019**