

JOB DESCRIPTION

Position Title: REFERENCE LIBRARIAN **Position #:** P502-02
Dept/Branch: Public Services
Reports to: Reference Supervisor or Branch Head
Supervises: N/A

I. Position Summary

Under the direction of the Reference Supervisor or the Branch Head, the incumbent provides reference/information and readers advisory services to residents of the Okanagan Regional Library District.

The incumbent exercises some independent judgement and action within established Okanagan Regional Library policies, procedures and practices. Performance is evaluated by Branch Head and/or Reference Supervisor in terms of achieving mutually established objectives; the administrative and professional services provided; and the quality of judgement, communications, human relations and team work developed.

II. Accountabilities

1. Provides accurate information to the public regarding library material, procedures, regulations and resources; provides readers advisory services. Selects titles for homebound library users, as required.
2. Assists customers in learning techniques to locate and use information, and in evaluating its appropriateness and accuracy.
3. Assists and instructs individual customers in the use of library equipment and software used to access information, as required.
4. Assists in keeping staff and the public informed of library services through effective written and verbal communication.
5. In consultation with the Collections Librarians, develops the library's collection through selecting, weeding and following general maintenance procedures for an assigned area. May review and make recommendations regarding electronic resources.
6. Compiles bookmarks, booklists and finding guides, as required.
7. Assists in the selection, training, and evaluation of reference assistants, where applicable. Provides guidance to reference assistants, where applicable. May assist in the training of staff in other branches in the provision of reference services.

8. Develops and delivers library programs for adults, such as tours and occasional programs or classes, on various topics related to reference work in the Branch. May assume responsibility for a specific project.
9. May assume responsibility for Branch supervision in short-term absence (less than a day) of the Branch Head, or responsibility for the Reference Department in the absence of the Reference Supervisor (where applicable).
10. May assist in the system-wide co-ordination of reference/information programs such as tours, promotional materials, and displays. Leads branch tours, advises on branch promotional materials, and organizes branch displays as required.
11. Informs the Branch Head, Reference Supervisor and Collections Librarians of any areas that need to be addressed in the annual budget process.
12. Participates in Branch and System Reference meetings as required.
13. Prepares and maintains a variety of records, statistics and reports related to the work.
14. Assists in the maintenance of assigned library equipment and reports equipment problems to the appropriate person or department.
15. Performs other related duties as assigned.

III. Working Conditions

Works in a front line public service environment and as such, deals daily with many individuals in person or by phone or e-mail. Has contact with public, employees at branches and Headquarters. Continuous use of computers. May be required to lift and push heavy objects.

IV. Job Specification

a. Education

Master's Degree in Library Science from an accredited Library School.

b. Related Experience

c. Other Requirements

Considerable knowledge of reference materials in all formats, and of the methods and techniques related to the provision of reference/information and readers advisory services.

An interest in and respect for people of all ages, combined with a willingness to approach people in an open, non-condescending and non-judgemental way.

Excellent written and oral communication skills, with a basic knowledge of public relations techniques

Good organizational skills, and the ability to work independently and as a team member.

Ability to handle the above duties and responsibilities with a high level of courtesy and tact when dealing with staff and the public.

Interest in developing and improving communications with community organizations, service clubs and individuals in connection with reference/ information programs and library services.

Keyboarding skills, minimum 40 wpm.

Ability to read and speak a second language.

Valid BC Driver's License.

Drafted by:

HR Manager:

Signature Date

Approved by:

Executive

Director:

Signature Date

INPUT PROVIDED BY:

Name	Position	Location
Georgia McKay	Reference Librarian	KL
Fern Teleglow	Reference Librarian	KL
Annie Pope	Reference Supervisor	KL
Linda Buker	Area Librarian	KL
Roswitha Klawitter	Reference Librarian	VE
Wendy Stevens	Branch Head	VE
Patricia Robinson	Reference Librarian	SA
Richard Sulkers	Branch Head	SA