

JOB DESCRIPTION

Job Title: **Reference Librarian**
Department: Reference Services
Reports To: Reference Services Department Director
FLSA Status: Non-Exempt
Prepared Date: 08/04/2026
Pay Grade: 8

SUMMARY

This position specializes in adult nonfiction services, connecting patrons with print, digital, and online resources while providing exceptional customer service. The role plays a key part in fostering a welcoming, informative, and safe library environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following: (Other duties may be assigned).

- Staffs the Reference Desk as scheduled, delivering reference services in person, by phone, and via email.
- Assists patrons with locating and using library materials, databases, e-resources, and technology.
- Participates in collection development for assigned nonfiction areas, including weeding and selection.
- Maintains up-to-date knowledge of library resources, practices, and trends through regular review of professional literature.
- Demonstrates proficiency with digital devices, mobile technology, Microsoft Office, Google Workspace, and other relevant software as it pertains to patron assistance.
- Delivers training on library e-resources to individuals and groups, adapting instruction to a variety of learning styles and skill levels
- Assists with planning, promotion, and implementation of programs that enhance reference services and foster community engagement.
- Creates engaging displays that promote nonfiction materials and library programs.
- Makes recommendations for improvements to reference services, policies, and procedures.
- Prepares statistical or narrative reports as requested.
- Shelves library materials and ensures collections remain organized and accessible.
- Attends staff meetings, training sessions, and professional development opportunities.
- Serves as Person-In-Charge (PIC) as scheduled and executes duties according to library procedures.

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QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

EDUCATION and/or EXPERIENCE

Master's of Library Science degree (MLS).

OTHER SKILLS AND ABILITIES

- Demonstrates excellent interpersonal and communication skills
- Able to work independently and collaboratively in a team environment
- Exercises sound judgment, professionalism, and tact when handling difficult or sensitive situations
- Shows initiative, adaptability, and effective problem-solving abilities
- Maintains an enthusiastic and positive attitude toward serving a diverse public
- Possesses strong organizational skills and keen attention to detail
- Familiar with reference interview techniques and readers' advisory services
- Knowledgeable about library policies, procedures, and public service best practices
- Proficient in the use of library information systems, databases, and digital resource platforms
- Quick to learn and adapt to emerging technologies
- Bilingual skills a plus

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, it is necessary to listen to and talk with patrons. The employee is regularly required to sit for long periods of time. The employee must occasionally lift and/or move up to 50 pounds. While performing sorting and shelving duties, which includes pushing book carts, the employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 25 pounds. The employee must also stoop, kneel, and crouch to locate and organize library materials.

WORK ENVIRONMENT

The noise level in the work environment is usually quiet.