

Title: Reference Librarian

Department: Reference

Reports To: Reference Manager

Full Time

Hours: 37.5 hours per week, including evenings and weekends

Salary: 24.00 per hour

Employer: Waukegan Public Library

Overview:

Responsible for identifying and interpreting user needs; providing reference, readers' advisory, computer, and database and referral services to high school students and adults and assisting patrons in material selection. The position also provides special services in program and/or display planning, multicultural services, local history, literacy and/or literary arts.

Duties:

- Consistently apply appropriate Library policies and procedures
- Assist with assuring staff and patrons a clean and safe environment
- Consistently and effectively complete internal communications and documentation (staff meetings, email, timesheets, phone, etc.)
- Work with volunteers to complete Library tasks
- Participate in outreach activities in the community
- Serve on WPL committees and support other Library initiatives
- Answer basic Library services and directional questions, referring patrons to appropriate area
- Assist patrons in use of self-service circulation equipment
- Effectively and efficiently assists patrons with computer, photocopier, and other equipment questions
- Competently construct a complete search of the library catalog
- Efficiently locate items on the shelves and in sorting areas
- Answer the telephone within three rings as needed and return or refer messages and emails within 24 hours
- Engage in PR to the public and marketing from the public
- Manage Reference Desk workflow, assessing when more help or follow-up is required
- Performs other duties as assigned
- Familiar with popular materials for reader's advisory services to teens and adults
- Familiar with Library's databases and informational websites including Service Point
- Track and compile patron interactions with statistics
- Maintain displays
- Issue Library cards and give brief welcome tour
- Prepare error free bibliographies, path finders, and website lists as needed
- Effective discussion, class, and group tour leader
- Provide website information updates in a timely manner as assigned
- Review materials to be weeded based on use

- Make material recommendations to selector
- Effectively provide online reference service as assigned
- May take photos, videos and contribute to WPL's website, blogs, Facebook, and other social media as assigned
- Staff self-service circulation area as needed
- Check out materials using an automated circulation system when necessary
- Create new records in Millennium, enter patron information and issue Library cards
- Promote Library account services
- Search for and retrieve materials for patrons using catalog and ILL as needed
- Assist patrons with Library account issues (fines, damaged materials, etc.)
- Update status of Library materials in Millennium
- Retrieve special circulating materials for patrons
- Track statistics as requested
- Manage mailed notices (print, fold and seal notices, track return mailings)
- Call to notify patron with items on hold
- Able to deal with difficult situations in a calm manner
- Able to handle multiple tasks at one time
- Able to make decisions under pressure from patrons
- Other duties as assigned

Skills

- Pleasant personality, able to work with a diverse public and staff
- Excellent listening and telephone skills
- Able to work efficiently and independently and complete assignments with limited supervision
- Able to accurately handle and account for money
- Familiar with computer productivity software, e-mail, and timesheets
- Sound decision maker, able to respond appropriately in interpreting and applying policy
- Able to accurately type and/or put items in order, alphabetically and numerically
- Fluent in English, oral and written; Spanish preferred

Minimal Qualifications:

- **Education and Experience:**
 - MLIS Required
 - Minimum two (2) years of experience in a Library
- **Working Conditions**
 - Work in an office setting
 - Work daytime, evening, and weekend hours
 - Able to travel offsite to an event
 - travel offsite to an event

Please send resumes to hr@waukeganpl.info.

No phone inquiries please.