



Campbell County Job Description

Classification Title	Reference Services Specialist
Job Code	107
FLSA Status	Non-Exempt

GENERAL SUMMARY

Performs independent research to locate requested information. Guides and instructs patrons in locating requested information so that they become informed and independent users of the library's printed and electronic resources. Connects the community to resources offered by the library with emphasis on digital resources. Offers guidance and instruction to patrons on emerging technologies.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Guides patrons in locating requested information through consultation of diverse print and electronic reference resources. Demonstrates the use of reference materials. Refers patrons to additional database resources, other outside agencies or organizations, or other libraries via the Interlibrary Loan (ILL) process.
- Contacts individuals and/or outside agencies to gather information, resolves problems, and/or requests data.
- Provides technology support to patrons in the form of assisting patrons with the use of electronic devices, research projects, database usage, fax/copy machines, and navigation. Informs and educates patrons on the use of the digital library, training in genealogy resources, providing tax forms and resources, and assisting with online applications and forms.
- Recommends and assists in the implementation of goals and objectives for assigned department. Interprets library-wide policies, procedures, and resources.
- Responds to patron/staff inquiries in a courteous manner. Provides information within the area of assignment. Resolves complaints in an efficient and timely manner.
- Reviews, maintains, updates, and curates local history materials and related databases.



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- Reviews new adult nonfiction and reference materials and services in print, nonprint, and electronic formats. Recommends acquisition of materials for collection development and service enhancements. Weeds the collection as assigned. Recommends and prepares items for discard.
- Creates and distributes bibliographies and booklists to promote nonfiction and reference collections.
- Presents tours and provides instruction as requested to include bibliographic instruction and compilation of specialized bibliographies.
- Creates attractive, seasonal, and/or informational displays and bulletin boards.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

Required Education and Experience:

- Bachelor's degree from an accredited college or university in library science, natural/physical science, social science, or closely related field.
- One (1) to three (3) years of experience in a library or educational setting
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities

Required Licenses or Certifications:

- Certified Notary Public



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COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- English grammar, spelling, and punctuation
- Principles and practices of basic bookkeeping
- Modern office procedures, methods and computer equipment
- Automated library systems, bibliographic utilities, on-line services, computer technologies, database management and maintenance, and MARC (Machine Readable Cataloging) formats
- Automation techniques applicable to library operations including WYLD CAT, print, non-print, and electronic reference resources
- Advanced methods and techniques of research
- Informational materials and services
- The Dewey Decimal System
- Practices and procedures for weeding reference and adult nonfiction materials
- Current practices and procedures of modern library operations including cataloging and indexing
- Reference and research materials

Skill in:

- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships
- Performing a variety of duties, often changing from one task to another of a different nature
- Performing basic mathematical functions such as addition, subtraction, multiplication, division, percentages, and ratios
- Communication, both oral and written
- Customer service

Ability to:

- Meet schedules and deadlines of the work
- Understand and carry out oral and written directions



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- Accurately organize and maintain paper documents and electronic files
- Maintain the confidentiality of information and professional boundaries
- Search a variety of print and non-print sources to locate information
- Effectively use automated catalog system
- Evaluate sources of information to determine reliability
- Use reference materials
- Adhere to procedures for weeding reference and adult nonfiction materials
- Search a wide variety of databases to locate information for patrons
- Instruct the public in the use of reference tools in both print and non-print format
- Prepare book lists, research guides, and bibliographies
- Maintain accurate statistics

WORK ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment	X		
Street environment (near moving traffic)	X		
Construction site	X		
Confined space	X		
Vehicle	X		
Warehouse environment	X		
Shop environment	X		
Other	X		
Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often



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Individuals who are hostile or irate		X	
Individuals with known violent backgrounds	X		
Extreme cold (<i>below 32 degrees</i>)	X		
Extreme heat (<i>above 100 degrees</i>)	X		
Communicable diseases		X	
Moving mechanical parts	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances or waste	X		
Loud noises (<i>85+ decibels</i>)	X		
Other	X		

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.

- The position involves light physical demands, such as exerting up to 20 lbs. of force occasionally, and/or up to 10 lbs. of force frequently, and/or a negligible amount of force constantly to move objects.

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