



Job Description

Job Title: Reference Specialist
Department: Library
Reports To: Library Director
FLSA Status: Non-Exempt
Position Type: Full-time/Regular
Union: Yes

Physical Strength: Low
Hours per week: 34
Prepared By: Human Resources
Prepared Date: February 2015
Approved By: Library Director
Approved Date: 02/03/2015

SUMMARY

Under the supervision of the Reference Services Coordinator, the Reference Specialist works closely with other staff in providing reference and information assistance to patrons of the research library; in introducing patrons to reference materials in all formats; and in providing bibliographic instruction in research methods and database use.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Under the supervision of the Reference Services Coordinator, works closely with other library staff in providing efficient, accurate, and knowledgeable assistance to research library users through public contact, telephone, written and electronic means.
2. Provides direct research assistance at public reference desk for all library collections including but not limited to maps, government documents, rare books, photographs, and manuscripts.
3. Conducts research in all library collections.
4. Maintains reference collections including but not limited to books, serials, microfilm, government documents, digital materials, video & audio materials, and biography and subject files.

JOB DUTIES

- Assists in scheduling maintenance and overseeing the care of specialized library equipment.
- Assists in maintaining the organization of the reference area.
- Assists the Reference Services Coordinator in compiling and reporting monthly reference desk statistics and statistics on work cataloged.
- Carries out special projects at the request of the Reference Services Coordinator and the Library Director.
- Maintains punctual, regular and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation.
- Displays excellent communication skills including presentation, persuasion, and negotiation skills required in working with coworker, visitors and volunteers and including the ability to communicate effectively and remain calm and courteous under pressure.
- May be required to transport library collections to and from the Gresham Support Facility.



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- Respectfully takes direction from supervisor.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

May supervise volunteers as necessary.

QUALIFICATIONS

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. 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.

EDUCATION and/or EXPERIENCE

Requires a bachelor's degree in history or a related discipline. Knowledge of online reference resources and skill at searching those resources. Experience working in a research library. Knowledge of current principles and methods of professional library service; knowledge of current library organization; knowledge of current reference and cataloging procedures. Knowledge of current library automation procedures and practices. Ability to work without close supervision.

Preferred Skills:

Knowledge of United States and Oregon history. Knowledge of MARC cataloging, Encoded Archival Description (EAD). Knowledge of theory and practice of library and archival work. Experience working with researchers and conducting research in a research library setting. Knowledge of special collections procedures, including security and preservation procedures. Knowledge of the holdings of the Oregon Historical Society Research Library. Experience and skill in genealogical research.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to understand and apply highly complex policies and procedures. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

COMPUTER SKILLS

Has advanced basic computer job skills including logging on to systems, ability to communicate by email, ability to compose documents, enter database information, create presentations, download forms, and preserve/backup important data. Basic knowledge Microsoft Office application (Excel, Word, Outlook, etc.) is essential. Knowledge of searching techniques in online resources, such as Google. Ability to operate a microcomputer, microfilm readers, reader/printers, and other library automation terminals and equipment.



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REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid driver's license and the ability to pass a background check and DMV records check.

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, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, crawl, or climb a ladder. The employee must occasionally lift and/or move up to 40 pounds unassisted and climb or balance. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics 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.

The noise level in the work environment is usually quiet. This position requires extended work hours at busy times of the year. Must be willing and able to work a flex schedule to meet the demands of the position. Will be required to work Saturdays. May be required to work in a confined space shared with other workers and/or volunteers. May be required to work with materials containing dust. May be required to work at the Gresham Support Facility (GSF) as needed.

Employee Signature: _____

Employer Representative: _____

Date: _____