



## Career Service Authority Reference Librarian

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### GENERAL STATEMENT OF CLASS DUTIES

Performs collection maintenance duties, reader guidance and reference services, and participates in reading library promotion activities.

### DISTINGUISHING CHARACTERISTICS

This class performs collection maintenance, general reference subject research, reader guidance services and prepares bibliographies and booklists. It is distinguished from the Children's Librarian, which maintains children's and young adult collections and recommends new material to be ordered.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered and presented and some degree of discretion and judgment are required within the parameters of the job function.

#### ***Level of Supervision Exercised:***

May perform leadwork as assigned.

## ESSENTIAL DUTIES

Performs general reference subject research, reader guidance services, prepares bibliographies and booklists, and trains library customers in the use of automated catalog systems and other library equipment available for the public use.

Contributes to and supports the library customer service mission through providing coverage of the public desk and telephone, analyzing customer needs and referring them to appropriate resources.

Assists in maintaining departmental or branch library collections, including selection, weeding and transfer of materials, and recommending additional purchases.

Researches subject requests to verify information/subject and material location in the Denver Public Library through various on-line databases, or in collections of other libraries, and orders materials using the interlibrary loan on-line system.

Assists in directing and training shelvers, clerical staff, and volunteers in library and agency procedures.

Some positions maintain records of interlibrary loan transactions and track and collect related loan fees and fines.

Some positions organize and coordinate reading programs and library outreach and related projects including activities such as giving book talks, conducting tours of the library, and arranging school visits.

Some positions resolve operational problems in supervising such as coordination with other entities, unforeseen procedural problems, and staff interface with affected clients or groups.

Some positions perform circulation duties such as issuing library cards, charging, discharging, renewing materials, and negotiating fines for overdue and lost materials.

Monitors condition and operation of library computers and equipment, and initiates orders for repair and maintenance of computers, equipment and fixtures.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern and politeness to others; relates to different people from varied backgrounds and different situations.

Customer Service - Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations, knows products and services; is committed to providing quality products and services.

Oral Communication - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others; attends to nonverbal cues, and responds appropriately.

Manages And Organizes Information - Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Knowledge of library operations sufficient to be able to assist customers as needed.

Knowledge of library science theories and procedures sufficient to be able to select or weed materials and maintain library collections.

Knowledge of library research resources and reader guidance information sufficient to be able to assist customer's in locating collection materials or obtaining interlibrary loan services.

Skill in exercising initiative, judgment, and decision making in solving problems and meeting organizational objectives.

Skill in communicating and establishing effective working relationships with other employees, organizations and the public.

Skill in researching library information and material location for others.

Skill in maintaining and organizing files, documents and records.

### ***Physical Demands:***

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm or shoulder.

Pushing: exerting force upon an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Eye/hand/foot coordination: performing work through using two or more.

### ***Working Environment:***

Exposed to infections and contagious diseases.

Subject to varying and unpredictable situations.

Subject to many interruptions.

Pressure due to multiple calls and inquiries

***Education Requirement:***

Master's Degree in Library Science from an American Library Association accredited program.

***Experience Requirement:***

One year of experience solving problems and providing customer service to business or public clients.

***Education/Experience Equivalency:***

None.

***Licensure and/or Certification:***

None.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 9/16/95

***REVISED DATE:*** 7/16/03

***REVISED BY:*** Tyrone Abeyta

***CLASS HISTORY:*** The class specification was put in the new CSA format as part of a maintenance study.