



Career Service Authority
Senior Reference Librarian

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GENERAL STATEMENT OF CLASS DUTIES

Supervises library staff, performs reader guidance and reference services, and organizes reading programs and library outreach activities.

DISTINGUISHING CHARACTERISTICS

This position resolves operational problems and supervises administrative staff. It is distinguished from the Senior Branch Librarian which organizes and coordinates reading programs along with supervising library staff.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project. Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project.

Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more employees who do not supervise.

ESSENTIAL DUTIES

Resolves operational problems and supervises the administrative area such as coordination with other entities, unforeseen procedural problems, and staff interface with affected customers or groups.

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.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides on-going feedback regarding levels of performance, and formally evaluates employees in relation to performance.

Plans schedules, coordinates, assigns work and establishes priorities for subordinate employees based on goals and individual capabilities.

Directs and trains shelvers, clerical staff, and volunteers in library and agency procedures.

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 public use.

Prepares reading advisory and appropriate references for children and young adults.

Devises activities and presentations, and selects books for reading programs and to promote reading aloud activities by parents and teachers.

Maintains assigned portions of the library collection, including selection and weeding 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.

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

Implements and interprets policies and procedures developed by higher level managers or supervisors. Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions or unit.

Performs liaison functions in absence of supervisor, and supervises the Central Library as needed.

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:

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

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

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.

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.

Flexibility - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Knowledge of supervisory principles and practices sufficient to be able to delegate responsibility and assignments to subordinate personnel.

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

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of library operations sufficient to be able to maintain a specific collection of materials.

Knowledge of training techniques sufficient to be able to train others to perform the duties of the work assignment.

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 developing and implementing reading programs.

Skill in researching library information and material location for others.

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 hand(s).
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:

Atmospheric Conditions: conditions that affect the skin or respiratory system.

Education Requirement:

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

Experience Requirement:

Two years of professional library experience.

Education/Experience Equivalency:

None.

Licensure and/or Certification:

None.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 9/16/1995

REVISED DATE: 7/16/03

REVISED BY: Tyrone Abeyta

CLASS HISTORY This places the class specification in the new CSA format as part of a maintenance study.