

**L.E. PHILLIPS MEMORIAL PUBLIC LIBRARY**  
**Job Description**

**DEPARTMENT:** Library  
**TITLE:** Reference Services Coordinator  
**DIVISION:** Reference Services  
**REPORTS TO:** Reference Services Manager  
**DATE:** May 2023  
**STATUS:** Nonexempt

**SUMMARY**

Under general supervision, this position is responsible for assisting the Reference Services Manager in providing a wide range of programs and services to a variety of library customers through reference and information services, makerspace activities, collections maintenance, and home delivery services.

**EDUCATION/EXPERIENCE**

- Bachelor's degree from an accredited college or university required. MLIS or equivalent in training and proven work experience is preferred.
- Coursework in reference and information services or equivalent.
- Experience working with digital libraries, archival materials, metadata, genealogy, and/or with digitization projects is preferred.
- Customer service experience required. Experience working in a public library or similar setting is preferred.

**QUALIFICATIONS**

The requirements listed below are representative of the qualities, knowledge, skill, and/or ability required to perform the essential functions of the job.

- Knowledge and understanding to operate computer hardware and networking in a Microsoft Windows environment, experience with Microsoft Office programs and its web applications in addition to databases and web software.
- Enthusiasm for learning new technology-related skills. A willingness to experiment with and learn about hands-on technology.
- Passion and aptitude to creatively plan, promote, and present library programs and displays that highlight the library collection and services that engage individuals and communities in lifelong learning.
- Ability to provide high-quality customer service by answering questions accurately and providing materials to the satisfaction of each customer.
- Ability to exercise good judgement, balance multiple tasks and deadlines associated with the day-to-day services of the library, quickly adapt to a changing work environment, and the skill to react quickly and effectively to difficult or emergency situations.
- Ability to successfully work under minimal direction independently as well as in a collaborative-team-lead work environment.
- Strong organization skills; ability to work accurately with attention to detail.
- Availability and flexibility to work day, evening, and weekend shifts as needed.

## **ESSENTIAL FUNCTIONS**

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provides reader's advisory services. Answers reference and information questions regarding library materials and services. Assists customers in locating, selecting, and using materials and library equipment. Assists customers in troubleshooting digital library apps and electronic resources.
- Provides outreach to the public through various library services such as BookBike, Dabble Box, and Home Delivery Services.
- Plans and conducts tours.
- Plans and conducts support activities for library programming, displays, and creates corresponding digital content.
- Support of collection development and maintenance activities.
- Maintains prompt, predictable, and regular physical attendance.
- Responsible for maintaining a safe, secure, and orderly public space within the library building and grounds.
- Contributes to a positive, team-oriented work environment by being helpful, respectful, and approachable to both staff and the public.
- Acting division MOD (manager on duty) in the absence of Reference Services Manager and Reference and Digital Services Librarian.
- Assists in administrative duties as needed.

## **NONESSENTIAL FUNCTIONS**

The following are nonessential functions for this position. Other duties may be assigned.

- Writes and updates manuals and procedural documents, prepares bibliographies, writes correspondence on digital, electronic, and social media platforms.
- Keeps up-to-date of new materials and developments in the field through continuing education activities.
- Serves on library committees.
- Tracks various statistics for reports.

## **WORK ENVIRONMENT/PHYSICAL DEMANDS**

Work involves frequent lifting and carrying of up to 10 pounds. Occasional lifting, carrying, and/or moving materials of 11-50 pounds. Work varies between sedentary (sitting) with frequent walking and standing. Occasional bending, squatting, twisting, and reaching motions.

## **LANGUAGE SKILLS**

Must be able to read, write, give, follow, and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and customers.

## **SUPERVISION/DIRECTION RECEIVED**

- Reference Services Manager
- Reference and Digital Services Librarian

## **SUPERVISION/DIRECTION EXERCISED**

- Assistants, Reference Services
- Pages, Reference Services

**ACCEPTANCE STATEMENT**

I have carefully read, understand and accept the job description, including the qualifications, requirements and physical demands, with or without reasonable accommodation, of this position at L.E. Phillips Memorial Public Library and, if employed, I certify that I can and will perform the essential and nonessential functions of the position. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and does not indicate a written or implied contract of employment.

\_\_\_\_\_  
Coordinator, Reference Services

\_\_\_\_\_  
Date

\_\_\_\_\_  
Reference Services Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Deputy Director

\_\_\_\_\_  
Date