



University Reference Librarian **Job Description**

SUMMARY:

Providing information by telephone and email is an integral part of library service. Mount Eagle University Library's Telephone & Email Reference service gives faculty and students the opportunity to ask questions without going to the library. The Librarian can briefly answer questions on any subject or about library services, search the catalog for holdings, and assist with the library's electronic databases. In addition, the Librarian may provide identification of reference sources to use in the library as well as offer search strategies for further research. Telephone Reference responds to quick, factual questions that do not require extensive research and reading or interpretation. Users requiring more answers or extended searching will be encouraged email or visit a recommended nearby library.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *Other related duties may be assigned.*

- To provide accurate and timely reference assistance by email or live chat to the students and faculty.
- To meet the first response rate of minutes, hours but no later than 24 hours
- To ensure all students or faculty members receive a high standard of response and assistance.
- To be keenly aware of and report gaps in the electronic holdings as they relate to the programs offered.
- To recommend where or what to lease or purchase to maintain the quality of the resource holdings as they support the programs offered.
- To assist with the development or updating of instructional, research guides and other bibliographic aids.
- To maintain and expand your knowledge of the complexities of commercial literature databases
- To become comfortable and efficient with the technology used to deliver the virtual reference service.
- To make Jings/ videos when required
- To always meet the assigned virtual reference service schedule
- To meet in person or by electronic means with colleagues

- Provide in-person, telephone, and email reference services to library community.
- Conduct library instruction sessions, including introductory and subject-specific sessions.
- Assist with developing and evaluating collection in specific subject areas.
- Continue professional education by attending local, regional, and state workshops and conferences.
- Collaborate on creating and enhancing library policies and procedures, and explains them to the public.
- Provide email reference for research questions involving literature, library policies, in-depth research.

QUALIFICATION REQUIREMENTS:

1. Possession of a Master's Degree in Library Science or its equivalent from an ALA accredited institution.
2. This is an entry-level position; no previous experience is required.
3. Satisfactory completion of a one year probationary period.
4. Be physically able to perform the essential functions of the job with or without reasonable accommodation.

KNOWLEDGE:

1. Of electronic commercial literature sources and their limitations and content
2. Of the principles and theories of library reference service
3. Of the issues and technological developments in the library and social communication field
4. Of email software
5. Of live chat
6. Of web meetings (Teleconference and Webinar)

ABILITIES:

1. To work within a wholly electronic virtual environment
2. To deliver effective virtual reference service to students and faculty
3. To monitor library services and adjust services to meet evolving student and faculty information needs
4. To communicate in writing using a keyboard efficiently
5. To work independently with little supervision
6. To conduct effective on-line searches using various databases and sources and to select and use the appropriate resources to verify and locate material or information
7. To be results oriented
8. To learn from previous work of other consultants working with Virtual Librarian Service

PERSONAL SUITABILITY:

It can be a lonely position. To offset that, the librarian should be willing to use various collaborative and communication tools to work with their colleagues. You must be able to maintain effective interpersonal relationships; demonstrate initiative, flexibility, and judgment. At the same time being solely responsible for the quality of your reference assistance to the student and faculty.

ASSET QUALIFICATIONS:

Experience working within an academic setting

CONDITION OF EMPLOYMENT:

- Access to high speed, reliable internet with a computer capable of live chat, creating videos, attending web meetings and web email regardless of where you choose to work.
 - During the hours that you are responsible for reference service, the computer must be available to you and secure.
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