JOB TITLE: Reference Librarian

DIMENSION: Provides assistance to patrons who are using the library.

ANCHORS:

Level 5 (Best Performance)

Is at reference desk when scheduled and on time, does not leave desk until replacement is secured. Does not leave desk for long periods of time, returns frequently when working on an extended question or asks for assistance at desk.

Relates positively to patrons,
- body posture is relaxed and within view of those approaching the desk
- appears approachable to patron, eyes are on users as they approach and are ready for contact
- smile accompanies greetings
- is attentive and listens carefully to patron
- does not respond to an angry patron with anger, remains calm and tries to reduce patron's anger

Patron’s requests are analyzed so that specific information needed is determined,
- query is refined until complete understanding has been achieved.
- librarian shows concern for finding information, is non-judgmental concerning topic of the query

Appropriate tools are selected to provide an answer to the question,
- a variety of sources are used to answer question, uses most specific sources available
- patron is referred to tool and taught how to use it, as needed
- reassures the unskilled, unsure patron
- chooses materials consistent with patron’s level of expertise and particular needs

Adequacy of the answer for the patron’s needs is evaluated,
- renegotiation of the query is done, if necessary
- patron is encouraged to return to the desk for further assistance, if needed

Makes appropriate referrals to subject specialist librarians, other part of the library, or outside the library only after attempting to answer the query.

Shares information on particularly difficult questions to save associates time.
Follows policies and procedures in reference manual, making appropriate exceptions by weighting the patron’s needs against the reasons for the library’s policy.

JOB TITLE: Reference Librarian
DIMENSION: Maintains knowledge used to answer patron’s queries

ANCHORS:

Level 5 (Best Performance)

Obtains working knowledge of basic tools in reference collection.

Reviews new reference tools upon their arrival on the new reference book shelf.

Attends and participates in Reference meetings and workshops.

Attends colleagues subject-related guest lectures.

Asks questions of colleagues.

Writes reviews for reference books in subject area.

Presents staff workshops in subject area, as requested.