



Reference Librarian, Business & Government

Portland Public Library (PPL) is currently seeking a **Reference Librarian** with a specialty in **Business & Government**. Reporting to the Adult Services Director, this position provides professional reference and information services to the public at the reference desk and various other locations. This position is in the Adult Services department, a major public service component of the library.

The primary focus of this position is the planning and delivery of services related to business and government. To meet this goal, the librarian will work with many community partners and community members. In support of the goal, this person is also responsible for leading a collaborative approach to developing the collections related to business and government, creating programming, and establishing general planning.

The librarian works with a broad cross-section of the public and facilitates a variety of patron requests. They must be able to interact effectively and manage sometimes difficult situations. This work is performed in a fast-paced environment and requires an exceptional level of customer service.

This is a union-represented, **full-time, 37.5 hours per week** onsite position, normally scheduled to work a Monday **through Friday/Tuesday through Saturday** rotation after training.

Nature & Scope

- The librarian plans and implements library services to the public and selects materials. This position is charged with broad collection development, programming, and outreach. This includes proposing publicity, maintaining content on the library's web pages, creating reading lists and displays, and managing scope and budget.
- The librarian seeks out, establishes, and maintains contacts and collaborations with community leaders and organizations to embed the library firmly within the larger community, foster awareness and appreciation of the library, discover avenues of help the library can provide, and encourage support of the library.
- The librarian is responsible for selecting popular and previously published adult nonfiction materials that fall under the 310-332, 334-359, 370-389, and 350-359 Dewey Decimal call numbers. The librarian must regularly obtain and evaluate information about new and future releases as well as previously published materials applicable to business and government. Based on this information and the available funds, the librarian determines which materials to purchase in print and digital formats.
- Collection management is a key component of this position. The librarian is also responsible for the on-going (day to day) management of the above collections including activities such as monitoring the demand for use of specific materials to determine if additional copies are needed, weeding, identifying missing/lost items, determining whether to replace missing/lost items, identifying outdated items for removal, and evaluating poor condition materials for repair or removal.
- The librarian is responsible for reference services when staffing the reference desk. They will do the same when called to other service desks in the Adult Services department.
- The librarian answers reference, directional, reader's advisory, and interlibrary loan questions in person and via the variety of communication avenues available. This means interacting, always, with a broad cross-section of the public. The librarian exercises professional judgment and

expertise in developing a search strategy and selecting the appropriate resources to use in answering.

- When a question cannot be answered directly, the librarian will make appropriate referrals or effectively assist the patron in using resources to conduct their own research. The librarian must be thoroughly familiar with the resources of the library. The librarian must also be knowledgeable of the local, state, and national resources in other libraries and institutions.
- The librarian stays abreast of information technology trends and actively participates in helping library patrons access and use all available electronic resources, software, and hardware.
- The librarian serves as the subject specialist for queries regarding business and government, contributes a strong knowledge of economic and demographic sources and data, and provides skillful data interpretation.
- The librarian selects reference resources, trains co-workers in their use, and promotes those resources to the public through scheduled programming, website content, and additional publicity.
- The librarian is responsible for designing, promoting, executing, and evaluating programs within the designated subject scope based on community needs and interests and the goals of the library. Programming can be library planned and produced programs, collaborations with outside groups, and/or the hosting of outside programs which promote the library's goals.
- The librarian is responsible for professional development by reading professional materials, by participating in workshops, meetings, and other learning/teaching opportunities, and by consulting with other librarians and professionals. As a member of the ARRC staff, this librarian also supports Maine Regional Library System Region 1 staff development.
- The librarian participates in special projects or tasks. Examples of activities include conducting adult tours of the library, helping to train substitutes, and participating in committees.

Basic Qualifications

This position requires a master's degree in library science from an ALA-accredited institution, or any equivalent combination of experience, training, and education which provide the following:

- Experience effectively managing resource collections
- Strong service orientation and demeanor appropriate to providing a high level of service to a diverse public
- Astute ability to balance and reconcile individual and institutional needs
- Ability to remain calm, courteous, and accurate in an often-demanding environment, juggling tasks and using excellent judgment
- Ability to work independently, and to organize and complete multiple assignments concurrently.
- Ability to work fluidly and cooperatively with other members of library staff and administration.
- Knowledge of and proficient ability with popular operating systems and their software, particularly Microsoft Office; web browsers and search engines; information retrieval and analysis.
- Ability to communicate clearly and effectively in oral and written format.

Preferred Skills

- Fluency or proficiency in a language other than English.
- Experience working with English Language Learners.
- Prior public library experience.

Work Environment and Physical Demands

- This position requires regular use of computers.
- This position requires regular movement through library service areas and lifting.

- This position is performed in a busy and diverse public library environment where public interaction sometimes can present challenging situations.
- The library hours vary, and this position will include occasional evening and weekend hours.
- This position may require lifting up to 30 lbs.

Compensation & Benefits

Hours & Pay: This is a union-represented, full-time, 37.5 hours per week onsite position, normally scheduled to work a Monday through Friday/Tuesday through Saturday rotation. **Pay begins at \$25.25/hr.**

Benefits & Other Details: Excellent benefits package includes health, dental, and vision insurance, retirement options (in lieu of Social Security), and paid leave.

How to Apply

To apply, please send your resume, letter of interest, and three professional references via email at careers@portlib.org.

Mailed applications may be sent to:

Human Resources
Portland Public Library
5 Monument Square
Portland, ME 04101

About PPL

Portland Public Library is an equal-opportunity employer dedicated to creating a culture that fosters continuous staff development and engagement to reflect the learning role we play for our patrons. We value self-directed growth as well as sharing knowledge and experience, working collaboratively, and communicating openly.

PPL promotes professional engagement with colleagues, with community efforts, and with others in the library field. Every employee of the Portland Public Library strives to offer the highest quality service – externally to library patrons and internally to colleagues.

We are committed to hiring and maintaining a diverse workforce of highly qualified staff to broaden perspectives, promote equity and inclusion, and connect to the breadth of our community. Applicants with racially, ethnically, or culturally diverse identities or backgrounds are encouraged to apply.