



JOB POSTING **Reference Supervisor**

The New Castle-Henry County Public Library is seeking a full-time Reference Supervisor who will perform specialized tasks related to assisting patrons in person, by email and on the phone and will supervise the Reference Assistant. Duties require supervisory skills, independent judgment, and independent action. The Reference Supervisor interacts with the public and other staff members.

The Library expects all employees to observe and develop our core values of: Service, Lifelong Learning, Freedom to Read, Open and Equitable Access and Professionalism.

Some responsibilities include:

- Answers informational questions in the library, by telephone, by mail, and by electronic means.
- Manages the selection and weeding of adult print and digital nonfiction and reference materials consistent with the library's mission and policies. Makes suggestions for online databases.
- Monitors collection development in accordance with department budget.
- Supervises and evaluates the Reference Assistant.
- Develops goals and objectives for the Reference Department.
- Participate with the Head of Adult Services and Human Resources in the hiring process of the Reference Assistant.
- Ensures integrity, privacy and confidentiality of patron transactions and records.

Knowledge and skills required:

- Ability to maintain good relations with library staff members and patrons.
- Possess a customer service mindset to serve staff and patrons in a professional, helpful and courteous manner.
- Ability to communicate with staff and patrons in a cooperative and courteous manner.
- Excellent interpersonal, verbal and written communication skills.
- Proficiency in the use of e-mail, word processing and other basic office software and the Internet.
- Ability to attend required workshops and participate in professional development activities.

Minimum Requirements:

- Bachelor's Degree in a related field.
- Must be able to meet and maintain Indiana Librarian Certification Level 4.

- Knowledge of library principles and practices and the ability to put them into practice.
- Prior supervisory and customer service experience necessary.
- Must be able to stand for long periods of time performing detailed work. Must be able to lift 25 pounds, stoop to the ground, reach above head, and climb stairs. Frequent walking, bending and reaching. Visual capability is required for reading spine labels. High levels of public contact. Fast paced, busy work area, sometimes stressful, continually changing, problem solving environment.

Hourly range: \$14.00 - \$18.00 per hour, DOE

Hours: Full-time, weekdays

To apply, send resume and professional references to: hr@nchcpl.org