

## **Reference Librarian - 1410**

### **Reference Services**

Helps to meet the biomedical information needs of US health professionals, scientists, and the general public. As appropriate performs the following tasks in the manner described below [*select all that apply to the employee's duties and responsibilities*]:

- Informative, clear and concise responses are routinely prepared for inquiries referred by the Customer Services staff to respond to complex patron requests for health information. Responses are normally provided within 4 days of receipt of request by using the Library's electronic health resources, print materials, and resources to help users obtain quality health information.
- Onsite reference service is provided for the patrons in the Library's Reading Room. Patrons are helped to identify, select and use materials from the collection promptly and accurately.
- A record is maintained of each telephone reference transaction, email, U.S. postal mail and faxed inquiry using the Customer Service software implemented by the Library.
- Annual reviews are performed of the Reading Room collection, which are generally completed according to established standards regarding content and currency.
- Bi-annual reviews of consumer health information on the Web are performed according to established standards regarding content, currency and authenticity.

### **Customer Service**

Provides product support services and/or referrals to appropriate department for appropriate databases, publications and policies. As appropriate performs the following tasks in the manner described below [*select all that apply to the employee's duties and responsibilities*]:

- Expert biomedical search strategy assistance is provided to health professionals, librarians and the general public in locating biomedical literature. Consistent with Librarian's grade, Librarian's search strategies are infrequently modified by supervisor in a significant way.
- Instruction is provided to users onsite and offsite of library databases that is usually timely and accurate and refers more detailed product inquiries to other library departments.
- Guidance is provided to patrons on-site and offsite on locating information about Library policies, training documentation and instructional information. Consistent with Librarian's grade, guidance given to patrons and other clients is usually timely and thorough and meets users' needs.
- Public FAQ's, stock replies and other Library informational Web pages are created and reviewed by developing content that is frequently helpful and meets users' needs/requirements.

### **Special Projects**

Performs special projects or assignments designated by supervisor. Effectively works with others to accomplish project or assignment goals. Appropriately represents the Section/Branch at meetings and reports on activities. Regularly communicates with Section Management, and, as fitting, Division Management. As appropriate performs the following tasks in the manner described below [*select all that apply to the employee's duties and responsibilities*]:

- Accurate and useful testing, feedback and product support is routinely provided for Library products.
- Special requests for information from senior Library, NIH and DHHS administrative staff are responded to promptly and products are consistently useful and well-received.
- Publicly available search strategies created by Reference and Web Services are reviewed and updated. Updates are typically accurate and completed within established deadlines.
- Plain language expertise is provided to Section and other areas of the Library for FAQ's, stock replies and other Library informational Web pages. The content is modified so the context is clear as it relates to specific Library products, services and policies. Requests are usually completed within established deadlines.
- New customer service methodologies and/or software are researched and evaluated. New methods and/or product information and market availability are analyzed to make recommendations that are technically sound and take into account the needs of customer services. At the request of supervisor and other management staff members, reports are created that meet management's needs.

### **Computer Support Coordinator (CSC) Tasks**

Has primary responsibility for day-to-day support of specific PC-based and networked software packages. As appropriate performs the following tasks in the manner described below [*select all that apply to the employee's duties and responsibilities*]:

- The urgency of requests for assistance is appropriately evaluated, and responses are usually provided to urgent needs within 1-2 hours. Less urgent problems are usually addressed within 2-3 days.
- New users are provided with basic orientation and instruction in the use of computer systems needed to perform their duties within two days of their Entrance on Duty (EOD) date.
- End user training and training provided by Desktop Services are supplemented as needed.
- Hardware and software upgrades and installations are coordinated. Unresolved problems are consistently referred to appropriate systems resources within two days of request. Problems are followed to conclusion.
- User's problems are usually solved and installations and other routine tasks are referred to appropriate area within 2-3 days of request. Problems are followed to conclusion.
- Upgraded and new systems are planned for as appropriate (hardware, software, peripherals). Collaborating with Desktop Services, new/cascaded systems are installed appropriately recognizing potential impact on users and keeping them informed.
- Assistance is provided to the Property Custodian with managing computer equipment inventory. The Property Custodian is provided with consistently accurate information about the equipment and to whom it has been assigned within two weeks of equipment being delivered, declared surplus or reassigned.
- Monthly CSC Group Meetings are usually attended to keep apprised of the latest developments within the Library and NIH community computing environment and provides feedback to supervisor that is helpful and timely.

### **Procurement/acquisitions management**

As appropriate performs the following tasks in the manner described below [*select all that apply to the employee's duties and responsibilities*]:

- Provides appropriate information to vendor and other appropriate personnel as needed to provide feedback on deliverables. Vendors are informed of pertinent rule and system changes and the appropriate documentation is provided within two weeks of changes.

- Training is planned for and provided to the contractor personnel as needed.
- Contract deliverables are monitored and appropriate records are kept which are accurate and complete 85 to 90 percent of time. Invoices are normally approved within one week of receipt. When it is recognized that the quality or quantity of a contractor's work drops below the acceptable level as stipulated by the contract, appropriate action is taken promptly or the supervisor is alerted so appropriate action may be taken.