

Reference Librarian- Part-Time/On-Call (Potential for Full-Time)

Salary Range: \$35.00 - \$55.00/hr.

Position Description: Alameda County Law Library seeks candidates for our Part-Time/On-Call Reference Librarian pool, with potential to transition to a full-time/benefitted position. Reference Desk shifts will be in person at the Alameda County Law Library in Oakland.

We offer flexible work schedules for our Part-Time/On-Call Reference Librarian pool, a collegial atmosphere, training and skills development, and an opportunity to make a difference in the community. Please note that Part-Time/On Call positions may have variable hours and are limited to a maximum of 29 hours per week.

Primary Responsibilities:

- Provide reference assistance and triage to Law Library patrons in person, by phone and via email. Conduct reference interviews to identify information needs and direct patrons to appropriate resources and services.
- Assist in-person and remotely located patrons in the use of subscription legal databases, legal websites, and print materials.
- Make targeted referrals to local legal aid organizations, Court Self-Help, Lawyer Referral Services, and other government agencies.
- Explain and enforce Library Policies and Rules of Conduct.
- Perform circulation functions, such as checking materials in and out, issuing library cards, and re-shelving books.
- Check in and check out conference room users and make reservations as needed.
- Assist patrons with copiers, printers, and computer issues.
- Sell supplies and perform monetary transactions at the Reference Desk.
- Maintain a professional and positive customer service attitude when providing reference service and interacting with patrons and co-workers.
- Fulfill document delivery requests.
- May create resource guides to help patrons identify and access relevant resources.
- May assist with website updates.
- May assist Technical Services Librarian with acquisitions, cataloging, materials processing, collection maintenance, claims, repairs, and/or voucher entry.
- May assist with a variety of clerical and administrative functions.
- Perform other duties as assigned.

Environmental Conditions: Public library and office environment.

Education:

MLS/MLIS from an ALA accredited program. JD or Paralegal Certificate is desirable. We will also consider MLIS students with a legal background.

Experience:

Experience working in a law library and/or legal setting is preferred. Experience assisting members of the public/customer service preferred.

Desired Knowledge, Skills & Abilities:

- Knowledge of legal resources (print and electronic), legal terminology, and legal research.
- Excellent written and verbal communication skills.
- Curiosity and a willingness to learn new resources, technologies, procedures, and areas of law.
- Flexibility and adaptability in responding to changing priorities, rules and procedures, patron needs, and work assignments.
- Openness to feedback, training, and continued professional development.
- General proficiency with Microsoft Office applications and comfort learning new software, databases, and technology.
- Customer service experience or experience interacting with the public.
- Ability to maintain reliable and predictable attendance.
- Ability to communicate and interact effectively with a diverse community of users.
- Ability to maintain a calm demeanor while multi-tasking and while working with individuals under stress.
- Ability to work independently and make productive use of work time.
- Experience working with an integrated library system.
- Ability to lift and move books, materials, and other equipment as necessary, in accordance with all safety procedures.
- Bilingual proficiency in Spanish or Chinese is desirable.

Application: Send cover letter, resume and completed application form to Emily Bergfeld at director.lawlib@acgov.org

Employment application is available on our website:
<https://lawlibrary.alamedacountyca.gov/employment/>

About Us

Alameda County Law Library is a public law library. Our mission is to connect the public and attorneys with authoritative legal information sources. Visitors use law library resources to research the law, prepare for court, and draft legal documents. By providing equal access to the tools needed to successfully participate in the legal system, Alameda County Law Library helps facilitate access to justice for all members of the community. Please note that law librarians cannot give legal advice: <https://lawlibrary.alamedacountyca.gov/reference-services/>