



## REFERENCE ASSOCIATE

**The Organization:** The Georgia Historical Society (GHS) is the premier independent statewide institution responsible for collecting, examining, and teaching Georgia history. GHS houses the oldest and most distinguished collection of materials related exclusively to Georgia history in the nation. To learn more, go to [www.georgiahistory.com](http://www.georgiahistory.com).

**Position Summary:** The Reference Associate is responsible for assisting management with Research Center (RC) Reading Room oversight and being a dedicated point of contact to management for the administration of the GHS library. Duties include coordinating reference desk scheduling, helping visitors with locating reference and other information, providing excellent customer service to patrons, ensuring RC policies are being followed, and maintaining reference resources.

Job Duties and Responsibilities (incumbent may perform other duties as assigned)

- **Percentage of Role: 50%:**

Assist with patron use of primary and other collection resources. Offer suggestions and advice to patrons concerning individual research needs. Effectively and courteously help patrons select and locate materials and answer inquiries. Pull materials and provide guidance to visitors using the GHS collections. Ensure and enforce proper procedures by patrons using library and archival materials. Conduct orientations and tally reference statistics.

- **Percentage of Role: 25%:**

Assist with reference requests from GHS education and communications staff. Respond to incoming external reference requests in a variety of formats (email, telephone, in-person, and postal mail) and ensure a timely turn-around response by logging incoming requests, monitoring response times, ensuring payment for research requests are paid in full, and tallying and reporting statistics on reference requests for monthly reports.

- **Percentage of Role: 25%:**

- Work with management to establish goals, develop work plans, schedule staffing, monitor statistics and reading room activities, and coordinate reference duties on a day-to-day basis. Efficiently and accurately uses office and computer equipment (cash register, copier, microfilm machines, and patron computers) in conjunction with regular job functions.
- Responsible for ensuring items in the Reference and Special Collections areas are shelved daily and materials are kept in order and accessible to patrons and reference staff. Responsible for record keeping and database management for the system's collection as needed.
- Coordinate and present instructional orientations of Research Center resources to groups and individuals; participate in outreach activities as necessary. Working with others, participate in special Research Center events.
- Be a primary reference point of contact in planning and working with the entire GHS staff to ensure integration of library/archives component into the mission and goals of the institution.
- Perform copy cataloging and original cataloging of rare and non-rare library and archival materials to facilitate their identification, access, and use. Responsible for creating, editing, deleting, and otherwise maintaining MARC21 catalog records in OCLC and GHS's online public access catalog. Interpret and apply Library of Congress subject

headings and classification system in cataloging and classifying library materials. Promote the use of consistent, authorized headings in local and national files. Perform a variety of cataloging maintenance activities.

**Supervisory Responsibilities:** Reference lead; limited direct supervision.

**Experience/Skills Required:**

*Knowledge, skills, and abilities:* Demonstrated ability to coordinate reference support, work as a part of a team, ask questions, organize and prioritize work, and act with good judgment. Must maintain good morale and be a self-starter with flexibility and a willingness to oversee that the necessary work is completed. Excellent writing, editing, and proofing skills, along with excellent problem solving, interpersonal, and communication skills. Must be able to meet deadlines and metrics with attention to detail. Must represent GHS in a professional manner and be able to work well with diverse groups of people including patrons, board members, donors, volunteers, and staff.

*Education:* Bachelor's degree in a related field and/or at least three years of relevant experience.

*Experience:* Three to five years of progressively responsible experience including time spent in a leadership capacity that includes scheduling and oversight of work production. Minimum of three years' experience in library/archival repository or museum/cultural institution setting; knowledge of reference services and resources. Familiarity with genealogy resources, integrated library systems, OCLC, Library of Congress classification and subject headings, and MARC 21 bibliographic records. Knowledge of Georgia history a plus.

This is a full-time, benefited, opportunity based in Savannah, GA.

**Physical Requirements:**

Must have the ability to alternate between sitting and standing for extended periods and walk frequently. Must be able to reach with hands and arms, lift and carry objects up to 50 pounds occasionally, and use hands to manipulate objects including a keyboard/mouse and GHS collection material. Must have good vision and hearing to perform tasks like reading documents and communicating with colleagues, donors, patrons, and the general public in person and over the phone. Must be able to ascend and descend ladders while carrying objects, ascend and descend stairs and work in semi-confined spaces. While performing the duties of this job, the employee may be regularly required to reach, stoop, and kneel to reach materials at various angles and locations occasionally. Must provide staff support with an annual event requiring additional work hours and advanced walking, standing, reaching, lifting, and carrying materials. This annual event will require an ability to hear accurately to interact with the public, demonstrate clarity of vision, judge distance and space relationships, and identify and distinguish colors.

***To Apply***

Send cover letter and resume to:

Reference Associate

Georgia Historical Society

104 West Gaston Street

Savannah, GA 31401

Fax: 912.651.2831

Email: [jobs@georgiahistory.com](mailto:jobs@georgiahistory.com)

*No phone calls please*