



## REFERENCE ASSISTANT

### 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 Assistant is responsible for assisting with the administration and organization of the GHS library and archives. Duties include helping visitors with locating reference and other information, providing excellent customer service to patrons, and maintenance of reference resources. GHS is hiring full and/or part-time employees (20-40 hours per week) and the position is based in Savannah, GA. Occasional pre-scheduled Saturday hours may be required.

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

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 answers basic to intermediate 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.

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 statistics on reference requests for monthly reports.

Work with others to establish goals, develop work plans, monitor statistics and reading room activities, and handle 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 working with colleagues to ensure that items in the Reference and Special Collections areas are shelved daily and materials are kept in order and accessible to patrons and reference staff. Assist in record keeping and database management for the System's collection as needed.

Present instructional orientations of Research Center resources to groups and individuals; participate in outreach activities as necessary. Help plan and participate in special Research Center events.

Participate in planning and working with the entire Georgia Historical Society staff to ensure integration of library/archives component into the mission and goals of the institution.

Experience/Skills Required:

*Knowledge, skills, and abilities:* Demonstrated ability to work as a part of a team, to ask questions, to organize and prioritize work, and to act with good judgment. Must maintain good morale and be a self-starter with flexibility and a willingness to get the job done. 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 or two years of relevant experience.

*Experience:* Minimum of two 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.

*Physical demands:* While performing the duties of this job, the employee is regularly required to see, talk, hear, stand, walk, and bend. This is largely a sedentary role; however, some filing and lifting is required to perform the essential functions of the job. This would require the ability to lift 40 pounds, reach and open file cabinets, traverse stairs, and bend and stand as necessary.

Supervisory Responsibilities

Interns and volunteers

To Apply

Send cover letter and resume to:

Reference Assistant

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*