

Expectations for Public Services Librarian

1. Job Knowledge - Meets Expectations

Demonstrates thorough knowledge of library operations related to this position.
Demonstrates thorough knowledge of library procedures, policies, and quality standards.
Demonstrates thorough knowledge of library circulation procedures.
Demonstrates thorough knowledge of interlibrary loan procedures.
Demonstrates thorough knowledge of model reference behaviors.
Demonstrates an ability to use reference tools and Internet sources accurately in answering questions.
Demonstrates working knowledge of software used by library.
Demonstrates working knowledge of library collection.
Demonstrates working knowledge of security and emergency procedures.
Demonstrates knowledge of basic use, maintenance and repair of computer equipment.
Demonstrates a thorough knowledge of library's goals and objectives.
Demonstrates working knowledge of library computer operations.
Demonstrates knowledge of branch operations to assume Branch Manager responsibilities in emergency.
Demonstrates knowledge of new technologies, new standards, and new procedures as established by the library.
Demonstrates ability to direct customers to correct department.
Demonstrates ability to completely answer questions from customers.
Attends workshops and meetings to expand job knowledge.
Demonstrates willingness to learn.
Demonstrates working knowledge of reader's advisory.
Demonstrates knowledge of databases.
Demonstrates a thorough knowledge of library's reference collection.
Demonstrates the ability to refer customers to outside agencies.
Demonstrates knowledge of resources beyond the library.
Demonstrates knowledge of reference coaching techniques.
Demonstrates knowledge of search strategies.
Demonstrates a thorough knowledge of children's collection.
Demonstrates a working knowledge of children's literature.
Demonstrates a working knowledge of children's developmental stages, children's library services and techniques, and related issues.
Demonstrates knowledge of storytelling enhancement techniques, for example, puppetry, flannel board, dramatics, dancing and music.

2. Human Relations - Meets Expectations

Treats all customers with dignity and respect.
Greets customers in a friendly and pleasant manner.
Uses tact when dealing with difficult customers.
Resolves customer problems and questions, or refers all unresolved problems to supervisor.
Demonstrates ability to interact courteously and professionally with customers, co-workers and management in performance of position duties.

Follows chain of command.
Handles phone calls in a professional manner (i.e., answers phone before 4th ring, identifies library and self and asks, "May I help you?")
Provides information clearly, concisely, and in a timely manner.
Is approachable and shows interest in customer's request.
Ensures customers are satisfied with information received by asking "Does this completely answer your question?" or "Did you find what you were looking for?"
Maintains professional behavior on duty.
Accepts suggestions/criticism from supervisor in a positive manner.
Willingly helps others when needed.
Respects abilities and differences of staff members.
Demonstrates sensitivity to the needs of special populations (i.e., elderly, children, disabled, institutionalized).
Maintains positive relationships with agencies, individuals, and organizations served.
Demonstrates sensitivity to the needs of children.

3. Problem Solving/Decision Making - Meets Expectations

Compiles and analyzes data thoroughly to resolve problems.
Takes appropriate action in a timely manner in solving problems and making decisions within the scope and authority of position.
Documents problems or decisions utilizing the appropriate form or format.
Seeks input from co-workers and management to resolve issues and make decisions.
Informs supervisor of problems and actions taken.
Utilizes appropriate print and electronic reference tools accurately to answer customer's questions and problems.
Includes consideration of all affected areas in decision making/problem solving.
Sets work priorities with supervisor.
Anticipates and reports potential problems.

4. Organizational Commitment - Meets Expectations

Demonstrates willingness to be a team player, (i.e., accepts ideas and suggestions from supervisors and staff, works in cooperation with others, consults others before making decisions, shares information with staff and public.)
Helps develop and/or implement planning strategies.
Approaches job assignments enthusiastically.
Maintains confidentiality of customer and employee records and information.
Follows policies, procedures, work rules, and quality standards.
Demonstrates commitment to library goals and objectives.
Accurately states library policies, procedures, and regulations to customers when appropriate.
Enthusiastically promotes library events and activities to customers.
Supports and implements decisions made or approved by administration.
Assists other staff as requested.
Presents a positive image and speaks positively about the library system to other staff, customers and outside contacts.

Provides changes in personal information to Library Director.
Demonstrates an eagerness to learn, evaluate, and implement new approaches to library service.
Participates in external activities that are library affiliated.

5. Quality of Work – Meets Expectations

Keeps accurate records and statistics and submits in a timely manner.
Learns new tasks.
Follows through in meeting customer requests.
Asks for clarification from supervisor when there is a question.
Demonstrates accurate data entry skills.
Maintains accurate records of purchases from vendors.
Performs circulation procedures accurately.
Follows model reference behaviors.
Follows interlibrary loan procedures accurately.
Answers reference questions completely and accurately.
Writes pink slip or hash mark for each reference question.
Follows directions/procedures with minimal errors.
Keeps work area neat and orderly.
Restocks necessary supplies before they run out.
Resolves unfinished business before leaving shift.
Communicates all call backs to next shift.
Gives full attention to customers.
Gives full attention to assignments.
Applies job knowledge accurately in processing work assignments.
Assists in developing collection by suggesting items to purchase and by weeding materials based on weeding plan.
Coaches other staff in model reference behaviors.
Maintains order in collection.
Demonstrates enthusiasm for children.
Develops and maintains children's collection in accordance with Materials Selection Policy.
Matches budget recommendations and spending with goals and objectives of plan.
Provides programs for children.
Provides summer reading program.
Holds contests to encourage reading.
Provides special programs in library as needed.
Prepares reading lists, publicity and newsletters about children's services.
Provides programs in schools and community.
Displays children's materials to encourage circulation.

6. Work Production - Meets Expectations

Performs essential job functions.
Performs special duties as required.
Works steadily to complete tasks.
Meets deadlines.
Organizes work in a sequential manner.

Adheres to working hours and uses time effectively and efficiently.
Serves as a team leader or member for a Plan activity or special project.
Works independently to complete projects.
Initiates new services or special events.

7. Initiative – Meets Expectations

Works independently and with little supervision.
Arrives to work on time.
Finds and performs work to be done without having to be asked.
Suggests items to purchase.
Approaches customers to offer assistance, following the roving librarian model.
Trains public in use of digital resources.
Demonstrates initiative in resolving customer questions.