

PUBLIC SERVICES LIBRARIAN – Job Description

Branch: Any

Organizational Relationship:

Reports to: Branch Manager or Supervisor

Supervises: Not a Supervisory Position

Overview:

Performs a variety of duties to provide direct service to customers

Required Education/Experience:

Bachelor's Degree

Library Associate Certificate must be acquired within two years of date of hire

May require related work experience

Skills Required:

- Oral and written communication
- Organizational
- Customer service
- Public Relations
- Accurate data entry
- Interpersonal skills
- Reference skills
- Basic supervisory skills
- Computer skills
- On-line searching
- Reader's advisory
- Cash handling
- Ability to handle more than one task at a time
- Reading aloud and storytelling
- Story enhancement techniques

Responsibilities/Duties:

A. Essential Job Functions (All listed responsibilities/duties are considered essential to the position.)

- Follows established policies, quality standards, and rules
- Maintains confidentiality of customer and personnel information
- Performs and maintains circulation procedures
- Performs and maintains reference procedures
- Performs and maintains ILL procedures
- Performs readers advisory service
- Supports and implements library goals
- Maintains orderliness of collection and neatness of public areas
- Locates materials for customers
- Searches data bases
- Demonstrates initiative in assisting customers
- Collects and maintains statistics
- Instructs customers in use of materials and equipment

- Participates in long range planning
- Implements goals of library
- Operates equipment used in connection with job duties
- Conducts tours and library orientations
- Answers reference and directional questions for customers
- Collects fines and other cash receipts
- Promotes library services and activities
- Coaches and trains new employees
- Trains customers in use of informational computer resources, both one-on-one and in a group
- Leads and participates in teams as assigned
- Performs assigned duties at activities outside the library
- Prepares book lists, book marks, flyers, and similar documents
- Plans, prepares and presents children's programs
- Plans and conducts programs for adults on early literacy
- Presents programs at schools
- Prepares press releases and publicity
- Markets collection and services
- Creates displays
- Develops and maintains collection

B. Special Duties (Employees may or may not be asked to perform any of these duties)

- Performs duties of supervisor when assigned
- Maintains special collections
- Selects and orders material
- Creates displays
- Plans, implements, and staffs programs and special events
- Supervises volunteers
- Processes books and a/v items
- Repairs library materials
- Performs special services as required such as Outreach, Children's, Young Adult
- Substitutes in other branches/departments as directed
- Fills in for other staff as needed
- Schedules meeting rooms
- Prepares special reports
- Manages and coordinates projects
- Attends workshops, seminars and meetings when assigned
- Performs other duties as related
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Decision Making:

May make decisions relative to:

- Material selection
- Programming
- Reference strategy
- Customer inquiries
- Setting priorities

Accountability:

Is accountable for:

- Quality of service
- Performing all duties in a friendly, courteous, and professional manner
- Accuracy of work and that work is completed on time
- Accurate reference service
- Accurate circulation service
- Enthusiastically promoting library programs and services
- Meeting job expectations as defined
- Following work rules, policies and procedures
- Completing annual goals

May be accountable for:

- Assigned budget
- Reports and statistics

Physical Demands:

- Requires sitting, standing and walking
- Requires reaching, bending, and carrying light to moderate loads
- Requires ability to move about the library to help customers
- Requires ability to operate a keyboard and view a computer monitor
- Requires ability to communicate using a telephone
- May require singing, dancing, reading aloud, stretching, arm motions and similar vigorous activity.