GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position assists library patrons with researching or locating complex reference information, developing reading lists, creating bibliographies and responding to inquiries; and assists patrons using the public computers, online library catalog, other library technology, electronic resources, and equipment. Reports to the Supervising Librarian or the Senior Librarian.

ESSENTIAL JOB FUNCTIONS

Assists Librarians in the planning, development and delivery of programming and public relations efforts such as adult and youth programs, discussion groups, book displays, exhibits, basic handouts and flyers, assists with tours and may represent the Library and its services with community organizations.

Responsible for the effective supervision and administration of assigned staff to include scheduling, leave approval, maintaining personnel files, performance management, employee relations, prioritizing and assigning work and related activities. May be responsible for completing the weekly schedule of the Circulation, Reference, and Family & Youth Services Desks, and for leave documentation for entire service unit. May routinely serve as building supervisor.

Assists library patrons with complex or specialized library services; conducts reference interviews and research to determine the most efficient method of locating reference information; develops reading lists, creates bibliographies and retrieves hard-to-find library or resource materials and responds to complex inquiries in person, by telephone or other electronic means. The Information Services Specialist, Senior assigned to the Law Library is responsible for assisting patrons with legal reference services from both print and non-print legal information resources.

Instructs and assists patrons with the computer lab, online library catalog, electronic resources, print and non-print materials and other library technology and equipment; interprets, explains and applies library policy and procedures to respond to customer concerns.

Uses subject area collection profiles of print and non-print materials in order to evaluate currency, accuracy and condition of items in the library’s collection; identifies weaknesses in the library’s collection, and makes recommendations for the purchase of materials to ensure the currency of the collection.
Processes reserves and provides information to customers about their circulation records and request to meet borrowing needs; searches and updates circulation system; checks materials in and out, and registers customers to maintain an accurate database and maintains and prepares reports on daily use statistics. The Information Services Specialist, Senior assigned to the Law Library is responsible for processing all incoming/outgoing Interlibrary Loans requests.

Counts and reconciles cash receipts and prepares cash deposits. May make purchases for the service unit following established policies and procedures.

Performs other duties as assigned.

**PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

**REQUIRED KNOWLEDGE**

- **Library Administration** – Considerable knowledge of the Dewey Decimal system and varied print and electronic reference resources. Knowledge of a broad range of authors, titles and subjects to assist patrons with varied cultural, intellectual and technical interests and informational needs.
- **Supervision** – Knowledge of supervisory techniques, principles and procedures to assign work, schedule, supervise, train and evaluate the work of assigned staff. Knowledge of personnel recruitment, selection, and the use of personnel information systems.
- **Customer Service** – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of patron satisfaction.

**REQUIRED SKILLS**

- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with Library patrons, employees and all levels of management to include representatives from other departments and organizations.
- **Computer Skills** – Utilizes a personal computer to access the Internet and online library catalogue to assist patrons, as well as library software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- **Judgment and Decision Making** – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the benefits of potential actions to choose the most appropriate one.
REQUIRED ABILITIES

- **Communication** – Ability to effectively communicate ideas and proposals verbally and in writing, to include the preparation of reports which include numerical information and statistics. Ability to listen and understand information and ideas being presented verbally and in writing. Ability to handle a variety of personal information in a confidential manner.
- **Coordination of Work** – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Ability to establish priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibility over others.
- **Accounting** – Ability to perform arithmetic, algebraic, and statistical applications to perform purchasing and financial transactions.

EDUCATION AND EXPERIENCE

Requires a Bachelor’s Degree in Liberal Arts or Sciences or a related field and 3-5 years related library experience with 1-2 years of lead or supervisory experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and an acceptable sex offender registry check.

Some positions require Workforce Development Shared Network Access Points (SNAP) Certification.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.