

Grandview Heights Public Library

Position Description

Job Title:	Adult Services Librarian
Classification:	Manager I/Librarian I
Department:	Patron Services
Pay Rate:	\$19.00 per hour
Benefits:	Comprehensive benefits package: 22 vacation days; holidays; sick and bereavement leave; medical, dental, vision and life insurance; OPERS (Ohio Public Employees Retirement System)
Weekly Hours:	40 hours (includes daytime, evening and weekend hours)

Reporting Relationship: Patron Services Director

Purpose: Provide excellent customer service to patrons of all ages including circulation services, reader's advisory, research, and technology assistance.

Duties & Responsibilities:

Reference Duties

- Provide basic to advanced reference service in person, by telephone, and via email
- Recommend library materials to patrons
- Help patrons utilize all library services (meeting room reservations, voter registration, etc.)
- Assist patrons with the library's digital resources

Patron Account Assistance

- Circulation duties – charge and discharge materials, renew items, place reserves, handle patron financial transactions, process new patron registrations
- Answer questions regarding patron accounts in person, by telephone and email
- Locate library materials to fill patron requests

Technology Assistance

- Provide assistance with technology including, but not limited to computers, Microsoft Office applications, eReaders, tablets, smartphones, copiers, microfilm, scanners, and gaming systems
- Provide assistance with library's online catalog (including mobile catalog)
- Remain proficient with all library-related technology changes

Manager Duties

- Assist with the supervision of library associates and pages in the absence of their manager
- Serve as a "Person in Charge" when required
- May be asked to perform one or more of the following:
 - Library programming or presentations
 - Staff training
 - Collection development (selection, inventory, weeding, etc.)
 - Address patron concerns
 - Other projects as assigned

Other Duties

- Participate in training opportunities
- Follow library policies and procedures
- Library outreach
- Report maintenance and safety issues to supervisor, Maintenance Technician, or Administration
- Run reports and notices in the library's automation system

Knowledge, Skills and Abilities:

- Ability to work independently and in a team environment
- Outstanding customer service skills
- Effective interpersonal skills, including the ability to communicate clearly in verbal and written English
- Proficient in the use of Windows-based computer programs; word processing, spreadsheet, and electronic database programs
- Strong keyboarding skills
- Comfortable with a variety of technology, such as smart phones, tablets, eReaders
- Ability to exercise discretion and sound judgment

Education and Experience:

Required

- MLS Degree from accredited library school (or equivalent)
- Occasional travel, valid Ohio driver's license, and proof of insurance required
- Customer service experience
- Public library experience
- Experience helping patrons navigate library technology (databases, online catalog, ebooks, etc.)

Preferred

- Experience working with a variety of ages

Physical Requirements:

- Considerable mobility including, but not limited to, extensive periods of standing, walking, bending, sitting, lifting weights of up to 50 pounds, and pushing full book carts or containers
- Manual dexterity sufficient to perform general typing and computer skills
- Calm and focused handling of interruptions and distractions
- Periodic intense concentration and sustained viewing of a computer monitor

This position description is not intended to be a complete list of all responsibilities, skills, or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of Grandview Heights Public Library.