

# **PUBLIC SERVICES LIBRARIAN I**

## **MAJOR FUNCTION**

This is an entry level professional position providing direct customer service offering reference and reader's advisory services to patrons, selection of children's, young adult, and adult materials, and the delivery of a diverse and relevant schedule of programming for users, pre-school through adulthood.

## **ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Plans, sets-up, presents age-appropriate programming for the general public and special groups. Plans regular programs that simultaneously meet the informational and educational needs and are fun and entertaining. Plans, schedules, and presents library tours.
- Provides direct informational, reference, and reader's advisory services to the public. Interviews customers, in person or by telephone, to determine the nature of inquiry and the appropriate, most likely resources for locating information requested.
- Uses the online catalog and Internet databases to assist customers in finding library materials. Advises customers in the selection of reading material and information sources pertaining to their needs. Recommends suitable web sites for business, academic, and other information inquiries. Assists and instructs the public in the use of all public service equipment and software.
- Provides general assistance and basic instruction to patrons on the use of computers, email systems, word processing applications, use of the Internet and related electronic resources.
- Presents a broad knowledge of the world and the ways in which it is portrayed in children's young adult, and adult material and other media by engaging in regular personal reading, scanning of reviews, exposure to movies, TV shows, and magazines geared to the age group; talking to children and teens, parents, teachers, school media specialists, etc. Confers with teachers, parents, and community groups to assist in developing programs.
- Familiar with children's materials already available in the branch and uses that knowledge to select items that will expand the breadth of the collection or provide needed duplicates of popular items.
- Regularly surveys the collection to identify areas in which additional materials are needed. Knows and uses professionally accepted standard criteria to select materials and evaluate the collection. Selects books and audiovisual materials to be acquired by the library.
- Ensures that the Library meets the needs of all library users. Conveys a warm, yet respectful and un-patronizing attitude toward Library users. Listens carefully, asks questions, as necessary.
- Provides information and referral to facilitate customer access to other community resources, libraries, and service agencies.

## **PUBLIC SERVICES LIBRARIAN I**

- Stays abreast of developing trends in public librarianship.
- Assists in conducting the quarterly in-library use survey.
- Assists in the selection and creation of promotional and informational materials including schedules, flyers, bibliographies, special events notices. Creates and maintains library exhibits and displays.
- Troubleshoots public service equipment. Diagnoses and reports equipment problems.
- Maintains and promotes the characteristics of excellent customer service in assigned area of responsibility.
- Communicates and carries out policies, procedures, and established practices of the Marion County Public Library System.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

### **SECONDARY FUNCTIONS**

- Visually reads library shelves to maintain proper Dewey decimal order; manually shifts material as required to maintain the proper quantity of materials on the shelf.
- Performs opening and closing duties, including lock-up procedures and floor duty.
- Performs other duties as assigned.

### **CUSTOMER SERVICE**

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person, by mail, electronically, or by phone contact.

### **SUPERVISION**

This position has no direct supervision, but may supervise divisional activities, volunteers, and community service workers in the absence of a manager and/or Public Services Librarian II or III.

### **EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS**

#### **Education and Experience.**

Graduation from an accredited college or university with a bachelor's degree, or library-related course of study. Five years experience in library work, two years customer service experience, two years

## PUBLIC SERVICES LIBRARIAN I

computer experience, supplemented by considerable experience working with children; or equivalent combination of education and experience.

### **Licenses.**

Valid Florida Driver License.

## **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

### **Language Skills.**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **Mathematical Skills.**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Problem Solving Abilities.**

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Interprets complex and detailed technical data.
- May participate in development of policy, programs, plans, or procedures.
- Study manual work process to determine most effective methods for essential tasks.

### **Specialized Skills and Abilities.**

- Ability to function independently of constant, direct supervision. Ability to use independent judgment to resolve customer concerns.
- Ability to direct volunteer and community service workers.

## PUBLIC SERVICES LIBRARIAN I

- Knowledge of standard library principles, methods, materials, and practices. Knowledge of the objectives of a public library system.
- Familiarity with titles, and the ability to use and instruct in the use of reference sources and computer databases, including the Internet.
- Knowledge of literature and the ability to share this knowledge. Knowledge of reader tastes and interests and the ability to recommend appropriate titles.
- Ability to think creatively, suggest both solutions, and ways to gather data.
- Ability to conduct research.
- Ability to work a flexible schedule which includes days, evenings, and weekends.
- Proficiency in the use of current personal computer technologies, e.g., Internet research, word processors, spreadsheet applications, desktop publishing software, current operating systems, database applications, electronic mail.
- Knowledge of and ability to use current electronic information delivery systems relevant to the field of library science and electronic database management.
- Ability to learn and utilize specialized computer software and hardware.
- Ability to adapt to interruptions, changes, disorder, stress and shifting needs without losing efficiency, effectiveness, or composure. Ability to set priorities and meet multiple deadlines.
- Ability to pay close attention to detail.
- Ability to understand, issue, and follow oral and written instruction. Ability to communicate verbally and in writing.
- Ability to speak and understand in order to communicate with patrons and others in person and by telephone, one-on-one, and in large group basis.
- Ability to assist patrons in selecting age-appropriate materials, recommend options, changes, or solutions.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

### **Machines and Equipment.**

This employee will be required to operate personal computer/printer, filmstrip projector, opaque projector, portable CD/audio system, laminator, TTY, TV and VCR, and other general office and library

## **PUBLIC SERVICES LIBRARIAN I**

equipment in the completion of the tasks of the position.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel, stand, sit, walk, reach with hands and arms, talk or hear, the employee is frequently required to climb or balance, stoop, kneel, or crouch and lift up to 25 pounds; the noise level for this job is moderate. Special vision requirements are close, distance, color, and peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will frequently be exposed to fumes or airborne particles. Work environment is customer service oriented and, as such, involves considerable interaction and exposure to the general public, with potential for exposure to communicable disease or inappropriate behavior.

Established 10/99

Pay Grade: 11

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Category: 2

Status: N/E

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