PUBLIC SERVICES LIBRARIAN III

MAJOR FUNCTION

This is professional library work providing internal and external customers with assistance in finding information on a wide range of subjects utilizing a variety of library resources of reference service, reader's advisory, research, and library instruction, selecting children's, young adult, and adult materials, and providing a relevant schedule of programming for users, pre-school through adult.

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.

- Instructs customers on the use of the library online catalog, online magazine index, the Internet, and various pieces of library equipment.

- Provides in-depth 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 web sites for business, academic, and other information inquiries.

- 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.

- Provides information and referral to facilitate customer access to other community resources, libraries, and service agencies.

- Troubleshoots library equipment. Diagnoses and reports equipment problems.

- Reads professional journals, publishers catalogs, online reviews, library reference materials, and keeps abreast of popular materials. Communicates with vendors to select a full range of public library material.

- Keeps abreast of library technology trends and issues.

- 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, community groups and other pertinent individuals to assist in developing programs.

- Examines donations for possible additions to collection. Evaluates library material using collection development criteria to determine continued usefulness of titles. Updates or replaces titles. Regularly surveys the collection to identify areas in which additional materials are needed. Evaluates damaged material to determine repair or replacement.

- Reviews new materials received. Checks cataloging and changes material codes and labels as necessary.

- Creates bibliographies and pathfinders to various library resources to support customer needs and interests. Assists in the selection and creation of promotional and informational materials including schedules, flyers, and special event notices. Recommends suitable Web sites and overall informational content for inclusion on library web page. Plans and selects material for library theme-based displays. Assists in conducting the quarterly in-library use survey.

- Plans, sets-up, and implements age appropriate library programs for the general public and special groups on topics to meet community needs and interests. Includes setting goals and objectives, researching topic, planning for use of outside resources, materials preparation, and program presentation and evaluation. Plans, schedules and presents library tours.

- Maintains and promotes the characteristics of excellent customer service in assigned area of responsibility. 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.

- Interprets, communicates and carries out policies, procedures, and established practices of the Marion County Public Library System.

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.

- Assists in the creation and editing of bibliographic records in MARC format for the cataloging of library materials.

- Performs opening and closing duties, including lock-up procedures and floor duty.

- Performs other duties as assigned.

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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, media, vendors, and customers of the department. Service is provided in person, by mail, electronically, or by phone contact.

SUPERVISION

Functions as a lead worker for a small group of employees (one to twenty), volunteers, or community service workers in the absence of a manager. Reviews the work product of others. Provides guidance, advice, and assistance to others on work assignments. Provides work direction and services as a resource for division staff. Provides in-depth training and ongoing assistance, instruction and guidance to division staff regarding library procedures and protocol.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience.
Graduation from an accredited college or university, supplemented by completion of a Master of Library Science (MLS) advanced degree from an ALA-accredited institution required; five years successful, practical professional public library experience that includes proficient use of current computer technologies, at least one year supervisory experience; and two years customer service experience; or an equivalent combination of considerable training and experience.

Licenses.
Valid Florida Driver License.

Certifications.
Master of Library Science (MLS) degree from an ALA accredited institution.

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 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.

- Knowledge of and familiarity with standard library science theories, principles, methods, and 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 function independently of constant, direct supervision. Ability to use independent judgment to resolve customer concerns.
- Ability to direct volunteer and community service workers.
- 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 conduct research.

- Ability to deal with the public and co-workers in a courteous, professional, and tactful manner and to establish and maintain an effective working relationship with the public and co-workers.

- Ability to speak and understand in order to communicate with patrons and others in person and by telephone, one-on-one, and in large groups.

- Ability to assist patrons in selecting age-appropriate materials, recommend options, changes, or solutions.

- Proficiency in the use of current personal computer technologies, including but not limited to 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 develop and utilize advanced search methodologies.

- Ability to learn and utilize specialized computer software and hardware.

- Ability to apply knowledge of alphabetical, numerical, and library filing systems.

- Ability to apply knowledge of the community in which the library is located.

- Ability to work a flexible schedule which includes days, evenings, and weekends.

- Ability to understand, issue, and follow oral and written instructions. Ability to communicate verbally and in writing.

- Ability to think creatively, suggest both solutions and methods to gather data.

- 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 a personal computer, computer printers, receipt printers, microform readers/printers, photocopy machine, telephone, fax machine; TTY, TV/VCR/DVD, bar-code scanner, laminator, public address system, video projection system and other general office equipment in the completion of the tasks of the position.

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PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand, walk, and sit. to use hand to finger, handle, or feel, reach with hands and arms, and talk or hear. The employee is frequently required to climb or balance, stoop, kneel, or crouch. The employee is occasionally required to crawl or lift more than 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.

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