

Spring Green Community Library
YOUTH SERVICES LIBRARIAN (22 HRS/WK)

Position Description

Updated October 2017

Wage Range: \$11 - \$16 hourly

General Description:

Work as part of a team to support the overall mission of the library and effectively provide library services. This position reports to the Library Director. This position includes rotating and various work shifts including evenings and weekends.

Essential Job Duties:

- Deliver exceptional customer service in a variety of formats
- Develop and conduct programs and library services for children
- Actively promote library services, material circulation, and programs to customers
- Create and disseminate promotional materials for children's programs
- Perform circulation functions including: check materials in/out, process applications, retrieve materials, process deliveries, and collect fees
- Provide basic technology assistance for in-house and customer owned devices within current library guidelines
- Provide customer-focused reference and reader's advisory services to customers
- Assist customers in understanding library services, procedures, resources and systems/technology.
- Utilize the Internet, electronic databases, knowledge of library collection(s), and/or other sources to anticipate and meet customers' needs.
- Coordinate and supervise the work of part-time Youth Services Assistant
- Assist in collection maintenance and management
- Maintain expertise through professional literature, webinars and training videos, or workshops

Other Duties:

- Serve as greeter and primary point of contact for customers at service desk
- Assist and/or instruct individuals (or groups) in the use of personal computers, software and peripherals.
- Troubleshoot equipment and/or report equipment problems within protocols or instructions. Provide related user support. Identify, resolve, and/or refer related user issues.
- Assist with other library programs and displays
- Schedule community room and assist users with access
- Contact users via telephone or email as needed
- Update calendars in a variety of formats
- Answer directional questions in the library
- Maintain familiarity with library programs, policies, procedures, technology and related developments.

- Ensure all policies and procedures of the Spring Green Community Library are followed
- Serve on committees and attend meetings as requested
- Develop procedures and solutions for library operations
- Modify records in the SCLS database
- Provide instruction or tours to customers on the use of library resources.
- Maintain a safe and welcoming library environment.
- Perform other duties as assigned

Competencies:

- Enhance the customer's experience through exceptional service
- Provide best solution service strategies that gratify both the customer and the library
- Collaborate and communicate effectively internally and externally
- Learn and integrate library technology and procedures
- Strategically balance library goals and customer needs
- Perform basic troubleshooting skills

Education and/or Other Requirements:

- Bachelor's degree in a related field and experience in a public library or early childhood setting
- Positive attitude toward children
- Proficiency in Microsoft Office Suite.
- Proficiency with the Internet, social media, e-books, personal devices, and emerging technologies

Physical Requirements:

- Ability to see, walk, sit, bend, stoop, kneel, crouch, stand, talk and hear on a frequent basis.
- Ability to push full carts and lift materials as needed.
- Ability to read, write, and communicate fluently in English.
- Dexterity to perform data entry on a computer, laptop, iPad, or other electronic device.

Note:

This job description describes a general category of jobs. In order to meet the needs of the Spring Green Community Library, employees may be assigned other duties, in addition to or in lieu of those described above, and any duties are subject to change at any time.

The Spring Green Community Library is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Library will review any reasonable request for accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.