



## Information Services Specialist – MLK Branch (part-time)

**Salary Range:** \$20.67 – 31.06 hourly

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### **PURPOSE OF JOB**

Responsible for providing reference and programming functions under the guidance of the Manager or Librarian. May perform collection management activities and/or serve as a liaison to schools, social service agencies and other community resources.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Proactively provides a high level of customer service and assists customers through various aspects of utilizing the Library.
2. Interviews, researches and answers customer questions by locating appropriate sources of information using a variety of tools and resources.
3. Provides readers' advisory to customers (in person and virtually) using appropriate sources of information, including knowledge of the collection and relevant resources.
4. Plans, promotes and presents adult, teen and/or children's programs at the location and off-site.
5. Trains and assists public and staff on use of library technologies one-on-one, in small groups and in classroom settings.
6. Performs collection management activities based on knowledge of the community needs, usage levels and relevance of materials. Provides feedback to manager, information services manager and Collection Services selectors.
7. Serves as a liaison to schools, social service agencies and other community resources.
8. Promotes behaviors and activities supporting early literacy skills and the advancement of reading.
9. Creates displays and merchandises materials.
10. Ensures that the location is neat, orderly, appealing and inviting to customers and staff.
11. Maintains personal skills to assure quality of service in areas of library collections, technology, readers' advisory and reference, including knowledge of community resources.
12. Assists in maintaining local databases, websites, etc. May assist Information Technology staff in the design, development and testing of products for the website.
13. Assumes responsibility for the operation of the location in the absence of a manager.
14. Coordinates volunteer activities including orienting, training and scheduling.

15. Performs additional duties as assigned including serving on task forces, committees, etc.

### **QUALIFICATIONS AND REQUIREMENTS**

1. Bachelor's Degree from an accredited college or university.
2. Ability to express self effectively and concisely, both orally and in writing.
3. Experience in children's, teen and/or adult services.
4. Customer service experience.
5. Ability to operate library technology including personal computer, email, software programs (i.e. Windows/Microsoft Office) and other job-related equipment and systems.
6. Ability to utilize reliable transportation to promptly report to job assignment and other locations, per job requirements.

### **WORKING CONDITIONS AND PHYSICAL DEMANDS**

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, and/or working in moderate outdoor weather conditions).

Work requires occasional lifting or pushing of up to 20 lbs. and the frequent lifting or pushing of up to 10 lbs.

### **SCHEDULE**

Combination of mornings, afternoons, evenings & weekends, alternating Friday/Saturday. Sundays as assigned.