



Librarian – Adult Services (Whitehall Branch)

Salary Range: \$49,108.80 – \$73,715.20 annually

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PURPOSE OF JOB

Responsible for providing specialized training and programming, collection analysis, Readers' Advisory and in-depth reference assistance, including providing customers with resources and referrals. Provides training and guidance to staff and customers in the use of research databases, community resources, digital resources and reference tools.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Proactively provides a high level of customer service and assists customers through various aspects of utilizing the library, including expert level reference service in person, over the phone, by email and chat.
2. Interviews, researches and answers customer questions by locating appropriate sources of information requiring a knowledge of the content of the collection(s), the local community and other resources, an ability to generalize and interpret subject content and a thorough understanding of the scope, authority, arrangement and format of various reference tools and resources available in the community, cataloging rules and systems of bibliographic notation and format. Demonstrates thorough reference expertise.
3. Answers the most challenging questions referred by staff.
4. Initiates the development, implementation and promotion of adult, teen, and children's programs to increase awareness of library resources.
5. Provides readers' advisory to customers (in person and virtually) using appropriate sources of information including knowledge of the collection, the publishing industry and relevant resources.
6. Evaluates the location's collection and leads collection management activities based on knowledge of the community needs, usage levels, and relevance of materials. Provides collection feedback to manager, information services manager and selectors in Collection Services based on analysis of the collection and its usage by the community.
7. Constructs and applies a detailed approach to training for customers and staff on the use of library resources (print and digital) and/or community resources. Models the use of such resources. Training may be one-on-one, small group or in a classroom setting.
8. Assists with analysis, development and execution of plans to effectively meet community needs. Promotes library through community outreach, relationship building and information sharing.

9. May be the location liaison for Life Skills, working with the Library's Life Skills Program Leader and community members to understand and meet the needs of adult customers, particularly in the areas of social services and job help.
10. Promotes behaviors and activities supporting early literacy skills and the advancement of reading.
11. Creates displays and merchandises materials.
12. Ensures that the location is neat, orderly, appealing and inviting to customers and staff.
13. Supervises volunteers and/or practicum students/interns. May supervise staff. Sets individual performance measurements for staff and holds them accountable as assigned. Responsibilities include coaching, managing, hiring, orienting and evaluating assigned staff.
14. Keeps abreast of developments within the profession, provides ongoing training on current trends, best practices and new technologies. Maintains personal skills to assure quality of service in areas of library collections, technology, reference, and readers' advisory.
15. Participates and presents at local, state and national conferences.
16. Assumes responsibility for the operation of the location in the absence of a manager.
17. Maintains local databases, websites, etc. May assist Information Technology staff in the design, development, and testing of products for the website.
18. Interprets library policies and procedures for the public.
19. Performs additional duties as assigned including being a project lead and/or serving on task forces, committees, etc.

QUALIFICATIONS AND REQUIREMENTS

1. Master's of Library and Information Science Degree from ALA accredited institution of higher learning.
2. Ability to use appropriate judgment in handling information and records.
3. Ability to work independently with limited direction.
4. Acts with the customer in mind using information gained from interacting with the customers. Meets the expectations and requirements of external and internal customers.
5. Ability to effectively present in a variety of formal settings - one on one, group, peers, direct reports, etc. Command attention and manage group process.
6. Ability to operate library technology including personal computer, email, software programs (i.e. Windows/Microsoft Office) and other job-related equipment and systems.
7. 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 50 lbs. and the frequent lifting or pushing of up to 20 lbs.

SCHEDULE

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