



## **Adult Services Librarian – Whitehall Branch (full-time)**

**Salary Range:** \$50,065.60 – \$81,265.60 annually

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### **PURPOSE OF JOB**

Responsible for providing customer service, specialized training, and programming, reading recommendations and in-depth reference assistance. Provides training and guidance to staff and customers in the use of research databases, community resources, digital resources, and reference tools. May serve as the Collection Lead for the location, working with Collection Services to manage and merchandise materials.

### **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. Initiates the development, implementation, and promotion of adult programs to increase awareness of library resources.
3. 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.
4. Evaluates and provides feedback on the location's collection and leads collection management and visual merchandizing activities based on knowledge of the community needs, usage levels, and relevance of materials.
5. 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.
6. Adds expertise to system-level information and community resource training for staff.
7. Promotes the library through community outreach, relationship building and information sharing.
8. 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.
9. Supervises volunteers and/or practicum students/interns.
10. May participate and present at local, state, and national conferences.
11. Assumes responsibility for the operation of the location in the absence of a manager.
12. 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 required.
2. 1-3 years' experience working with the public required.

3. Ability to use appropriate judgment in handling information and records.
4. Ability to work independently with limited direction.
5. Acts with the customer in mind using information gained from interacting with the customers. Meets the expectations and requirements of external and internal customers.
6. Ability to effectively present in a variety of formal settings - one on one, group, peers, direct reports, etc. Command attention and manage group process.
7. Ability to operate library technology including personal computer, email, software programs (i.e., Windows/Microsoft Office) and other job-related equipment and systems.
8. 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.