



Are you ready to “*Find Yourself Here*”? At the top public library system in the Nation.

CCPL is currently seeking a Branch Services Librarian - Generalist here in Northeast Ohio. This Branch Services Librarian - Generalist will be joining an engaged staffed team that is eager to promote our mission of being at the center of community life by creating an environment where reading, lifelong learning and civic engagement thrive.

We offer:

- Competitive benefits
- Great pay
- Work life balance
- Top of the line programming
- Engaging wellness plan
- And so much more.

Review the summary of the job description below AND apply today:

<https://secure6.saashr.com/ta/6192694.careers?CareersSearch>

GENERAL SUMMARY

Under limited supervision, provides reference, technology instruction and reader advisory services to library customers. Instructs users in operation of library services and equipment. Participates in collection development and maintenance activities of the assigned subject area, studio or Innovation Center. Develops new and maintains ongoing programs and outreach opportunities to promote literacy and technology. May serve as a person-in-charge of a branch and may supervise positions noted above. Assesses needs of the community and coordinates age appropriate outreach and program activities to ensure the goals and objectives of the library system are met.

JOB REQUIREMENTS

Competencies that an incumbent should be able to demonstrate and that are reflected in the knowledge, skills and abilities that lead to the satisfactory accomplishment of the Essential Job Functions below, include Communications Skills; Feedback; Coaching; Analytical Ability; Drive/Motivation, Quality Focus, Time management, Persistence/Perseverance, Strategizing Ability; Change Handling; Delegation; Creativity and Innovation; Listening; Empathy; Problem Solving Ability; Customer Service; Decision Making Ability; Perception/Judgment; Results Focus; Leadership Ability; Attention to Detail; Dependability; Diversity Focus; Planning & Organizing; Taking Initiative/Responsibility; Teamwork Focus; and Self-Development. In addition, an incumbent must demonstrate proficiency in the Functional/Task-Specific competencies of Computer Knowledge and Use, Adult/Youth Services Collection Management, Programming, Reader's Advisory and Reference, as well as certain elements of Human Resources management.

Specific Knowledge, Skills, and Abilities required include:

- Knowledge of library services and operations.
- Skill in providing effective customer service, using interpersonal skills necessary to develop and maintain working relationships with co-workers, customers, vendors, and/or representatives of other agencies.
- Ability to demonstrate proficient use of personal computer software or systems applicable to the essential functions of the job, which may include (but not be limited to) email/calendar software, internet/intranet browsers, word processing, spreadsheets, database software, and various systems or software used by CCPL.
- Skill in operation of typical office equipment such as personal computer, facsimile, copiers, scanners, calculators and telephones.
- Ability to provide comprehensive customer service, including delivery of accurate, prompt, and courteous assistance, both orally and in writing.

- Ability to handle multiple tasks simultaneously with frequent interruptions, including the ability to successfully prioritize both emergency and non-emergency issues.
- Ability to understand the difference between confidential and sensitive information and to handle each appropriately.
- Ability to use Library resources effectively and efficiently.
- Ability to apply advanced organizational, problem solving and analytical skills.
- Skill in reviewing work for correctness, completeness and accuracy.
- Skill in mentoring and training employees with varying educational and cultural backgrounds and aptitudes.
- Knowledge of supervisory and employee management principles.
- Knowledge of applicable employee rights, protections and avenues of appeal.
- Knowledge of applicable policies and procedures governing the hiring, employment and separation of employees.
- Skill in assigning, prioritizing, monitoring, and reviewing work assignments
- Skill in anticipating potential personnel issues and taking appropriate action.
- Ability to demonstrate proficient usage of English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Skill in exercising advanced level of verbal, interpersonal and customer service skills.

ESSENTIAL JOB FUNCTIONS

- Complies with Cuyahoga County Public Library's policies, rules, guidelines, procedures, requirements, standards, and practices applicable to the job, including (but not limited to) work scheduling and attendance, customer service, use of Library property, computer use, personal conduct, and confidentiality.
- Provides direct library services to customers such as reference and reader advisory, and provides services and technology related guidance to meet the needs of library customers which may include children, adolescents, adults or other group depending upon training and assignment.
- Participates in collection development in conjunction with supervisor and other professional staff through selection of books and materials, weeding of materials, and updating files.
- Instructs customers in use of library equipment, software and computers.
- Organizes, prepares, and leads formal book discussions and programs as delegated.
- In consultation with supervisor, publicizes library materials and services through brochures, local news releases, and displays.
- Prepares and presents computer /technology education classes and instructs customers under direction of supervisor.
- Prepares and presents programs to support the Strategic Plan within the branch and out in the community to meet the needs and interests of library customers in consultation with supervisor.
- Develops and maintains cooperative relationships with assigned local community organizations, institutions and government agencies.

- May supervise the work of part-time staff (bargaining and non-bargaining unit), including participating in the training and scheduling, assigning work priorities and tasks, reviewing and approving time cards, and evaluating performance in consultation with supervisor.
- May serve as a branch Head of Department.
- May act as person-in-charge of branch in the absence of branch management. Independently handles customer, facilities, and staff issues, concerns and/or complaints. Opens and closes assigned branch. Assists all departments as necessary.

Summary Minimum Education & Experience Required

- Master's degree in Library Science or equivalent from an ALA accredited library school.
- At least one year of customer service experience.
- Expertise in specialty area strongly preferred. Those with Generalist specialty must have strong technology skills.

OTHER TESTING/LICENSES REQUIRED

- A criminal background check is required, and pre-employment drug screening.
- A valid driver's license, reliable personal transportation and in-force automobile insurance required.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Occasional stooping or bending. Occasional light to moderately heavy lifting, up to 50 lbs., may be required.
- No major sources of working conditions discomfort, i.e. standard work environment with possible minor inconveniences due to occasional noise, crowded working conditions, and/or minor heating, cooling or ventilation problems.
- Occasional minor discomforts from near-continual computer terminal use.