

**Job Title:** Information Services Specialist (20/24 hr./Non-Exempt/Part-time)

**Location:** Gahanna Branch

**Starting Pay Range:** \$21.07 – \$27.65 hourly (commensurate with experience)

### **Position Schedule**

- Monday - Thursday 9a-1p, 2-6p, 5-9p (flexibility in schedule preferred)
- Alternating Friday/Saturday shifts 9a-1p or 2-6p
- Sundays 1:00pm - 5:00pm (as assigned)

### **Our Diversity Statement**

As an Information Services Specialist, you will answer customer questions, organize and lead programs and services for adults and assist with overall customer service under the guidance of the Manager or Librarian. You may perform collection management activities and/or serve as the location liaison for Life Skills services (e.g. job search assistance, digital inclusion support and other social services.).

### **About the Position:**

As a Youth Engagement Specialist, you will create a positive and enriching experiences by engaging youth and their caregivers in conversation and activities and promoting literacy and reading. You will help develop and deliver quality programs and informal engagements aligned with our library's Young Minds Strategy, designed to help youth establish the foundation for a successful life. Additionally, you may conduct outreach to schools and other organizations serving youth and/or perform collection management activities.

### **What You'll Do:**

- Proactively provides a high level of customer service and assists customers through various aspects of utilizing the Library.
- Interviews, researches and answers customer questions by locating appropriate sources of information using a variety of tools and resources.
- Plans, promotes, presents or coordinates programs for adults at the location and off-site, focusing on the needs of customers.
- Performs collection management activities following the direction of the Collection Lead and Collection Programs Leads.
- Creates displays and merchandises materials.
- Ensures that the location is neat, orderly, appealing and inviting to customers and staff.
- 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.
- Maintains personal skills to assure quality of service in areas of library collections, technology, readers' advisory and reference, social services, job and career help resources and knowledge of community resources.
- Establishes and maintains relationships and communication with local community organizations and resources to bring information, programming and services to the library location.
- Assumes responsibility for the operation of the location in the absence of a manager.
- Coordinates volunteer activities including orienting, training and scheduling.
- Performs additional duties as assigned including serving on task forces, committees, etc.



### **Minimum Qualifications:**

- Bachelor's Degree required.
- 1-3 years' customer service experience required.
- Experience delivering programs and services to diverse audiences preferred.
- Ability to express self effectively and concisely, both orally and in writing.
- Ability to operate library technology including personal computer, email, software programs (i.e. Windows/Microsoft Office) and other job-related equipment and systems.
- Ability to utilize reliable transportation to promptly report to job assignment and other locations, per job requirements.

### **What We Offer:**

- A robust **benefits package** that supports your physical, mental, and financial well-being.
- Comprehensive **medical, dental, and vision plans** to meet your healthcare needs.
- A qualified employer for **Public Service Loan Forgiveness**.
- Access to **mental health resources** and **employee assistance programs** for your peace of mind.
- Generous **paid time off** and **leave options** to balance your work and personal life.
- Participation in the **Ohio Public Employees Retirement System (OPERS)** and additional investment & savings plans.
- A variety of **voluntary and supplemental insurance plans** to complement your lifestyle.

View a comprehensive overview of our benefits: <https://www.columbuslibrary.org/employee-benefits/>

### **Our EEO Statement**

The Columbus Metropolitan Library is committed to equal employment opportunity and adheres to these principles in decisions regarding hiring. The Library does not discriminate against employees or applicants for employment based upon their sex, race, national origin, religion, age, disability, sexual orientation, gender, color, ancestry, military or veteran status, gender identity or expression, familial status, genetic information, or any other characteristic protected by federal, state, or local law.

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