

We're Hiring!

Job Title: Information Services Specialist (part-time)

Location: Parsons Branch

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

Our Diversity Statement

Open to all doesn't just apply to our customers, it applies to our hiring practices as well. We put respect at the top of our values and that's how we treat our candidates and employees. At Columbus Metropolitan Library, we are striving to build a workforce that is as diverse as the communities we serve.

Our Commitment to Diversity

Open to all doesn't just apply to our customers, it applies to our hiring practices as well. We put respect at the top of our values and that's how we treat our candidates and employees. 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.

At Columbus Metropolitan Library, we are striving to build a workforce that is as diverse as the communities we serve. Learn more about Our Employee

Experience: <https://www.columbuslibrary.org/careers/employee-experience/>.

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.

Comprehensive overview of our benefits: <https://www.columbuslibrary.org/employee-benefits/>

About the Position:

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.).



Position Schedule

- Combination of mornings, afternoons, and evenings (with some flexibility)
- Alternating Friday/Saturday shifts (as scheduled)
- Sundays 1:00pm - 5:00pm (as assigned)

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.

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.

Apply Today!

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=32cd786e-c6b9-4eee-afc2-3fdbcaeb90cb&cclid=19000101_000001&jobId=518956&lang=en_US

