

Supervised By: Public Services Manager or Department Supervisor

Reports To: Public Services Coordinator or Department Supervisor

Position: Non-exempt

Locations: Public Services locations, Genealogy Services, and/or Youth Services

Team: May serve on Programming, Youth Services, or Collection Management team

General Description:

At its basic level, the position involves answering directional and informational questions. On a broader level, the position is responsible for the interpretation of the library's collection to its users and is directly concerned with assisting users in securing information and utilizing the resources of the library to meet specific needs.

Primary Responsibilities

- Performs core values to standards set by library (which include Teamwork, Accountability, Work Ethic, Professionalism, and Customer Service).
- Helps maintain an environment in the department or branch that provides for the enjoyable and convenient use of library resources.
- Provides informational assistance, equipment instruction, and reader's advisory to users.
- Answers or refers library policy questions as appropriate.
- Assists users in the selection, organization, and interpretation of library materials and resources.
- Ensures that users of all ages have full access to library materials and services as prescribed by the *Library Bill of Rights* and *Freedom to Read and View Statement*.
- Actively participates in committees, training, and other professional activities.
- Places requests and instructs users on how to place requests for library materials not immediately available.
- Provides basic equipment troubleshooting.
- Performing all aspects of service desk activities such as, but not limited to, checking in/out library materials, registering patrons for a borrower's account, retrieving library materials, reserving title requests, shelving materials, and emptying book drops.
- Participates in department/branch routines including, but not limited to, shelving materials, stocking supplies, answering telephone, providing instruction on library and equipment use, cleaning up as needed (such as straightening up, tidying, organizing, and light housekeeping), and all aspects of opening and closing department/branch.
- Performs other duties as required.

Other Duties Include

- Assisting in other departments when required.
- Assisting with collection management.
- Preparing, processing, and tracking bindery items.
- Sorting mail, preparing/unpacking boxes and bins, and checking deliveries from vendors, other departments, and branches.

Other Duties Include (continued)

- Processing periodicals, magazines, and newspapers.
- Taking in and processing donations.
- Taking, processing, and tracking interlibrary loans.
- Developing and delivering programs in-house and as outreach.
- Monitoring and assisting with patron self-check stations.
- Running errands with personal vehicle.

Qualifications

- Demonstrates a positive attitude toward all users.
- Possess excellent customer service skills in order to deal tactfully and effectively with staff and the public.
- Possess practical judgment and have ability to make objective decisions in order to set priorities and work independently when circumstances warrant.
- Ability to communicate tactfully and effectively in English (Spanish, sign-language, and other languages helpful): verbally and in writing, with staff and the public, and in person, by telephone, or through electronic medium
- Ability to see and read instructions, documents, materials written in English in print or in electronic formats.
- Ability to perform light physical work and to frequently lift and carry 10 pounds.
- Possess hand/eye/foot coordination adequate to effectively use office equipment.
- Ability to work in variable environments such as areas that may have fluctuating temperatures and that can be dry, dusty, and/or musty.
- Must be able to sit for long periods throughout the work day, with intermittent periods of that require standing for up to 2 hours at a 39-inch counter, walking, bending, overhead reaching, kneeling, carrying, pushing/pulling, and performing a variety of similar body movements.
- Possess skill in operating a variety of library office equipment, such as integrated library system—ILS, various computers, fax machine, security systems, and copiers.

Experience and Training

- *Preferred:* Two years of library experience, Kentucky Department for Libraries and Archives state library certification at Paraprofessional III level or the ability to obtain within one year.
Required: A high school diploma or GED, one year of library experience, or other related training and/or education, along with two years of customer service experience.
- Proficiency with information management tools such as Windows applications, Google Suite, and information sharing sites.
- Knowledge of library procedures desired.

Special Requirements

- Possess a valid driver's license and use of a personal vehicle.
- Must be able to work a flexible scheduling, including nights and weekends, including Sundays.
- Obtain, and maintain, Kentucky Department for Libraries and Archives state library certification at Paraprofessional III.

Acknowledgment

I have read this position description and fully understand the requirements set forth therein. I hereby accept the position of Information Specialist and agree to perform the identified essential functions in a manner and in accordance with Boyd County Public Library's established procedures and standards.

I understand that my employment is at-will, and thereby understand that my employment may be terminated either by the organization or myself, and that such termination can be made with or without notice.

[to be signed by successful candidate]

Employee's Signature

Date