



## Public Services Librarian – Part time

(non-exempt from FLSA regulations)

### **Summary:**

Under the supervision of the Executive Director this professional librarian will assist patrons of all ages and exercise oversight for all library operations during their shifts

### **Essential Duties:** include, but are not limited to the following

1. Function as the Professional in Charge (PIC) for general over-sight regarding staffing issues and patron services (see addendum below)
2. Provide patron services to patrons of all ages from service desks, through email, and on the telephone including, but not limited to:
  - a. Assistance with print and electronic resources
  - b. Reference services for informational requests
  - c. Teach patrons independent use of the OPAC for access in-library and remote use
  - d. Provide reader's advisory assistance
  - e. Provide computer and technical assistance
  - f. Register patrons for classes, proctoring, or other library programs
  - g. Conduct basic printer and photocopier troubleshooting
3. Facilitate programs or events scheduled during working hours
4. Participate in collection development by recommending the addition or withdrawal of materials based on observed needs
5. Follow established procedures to accurately document and/or communicate incidents, information requests, or account issues

### **Minimum qualifications (knowledge, skills, and abilities)**

- ALA-accredited MLS (or equivalent degree) or Pennsylvania Provisional Librarian certification
- Must have excellent computer skills including familiarity with Microsoft Office and Google products
- Working knowledge of library principles, organization, operations, and procedures
- Working knowledge of typical library technology and ability to perform basic troubleshooting for computers, printers, copiers, etc.
- Ability to develop an awareness of library-wide operations and work independently with minimal supervision

### **Physical Demands:**

- Frequent walking, standing (upwards of two hours at a time) and sitting
- Position involves lifting and carrying at least thirty (30) pounds and the ability to push at least one hundred (100) pounds on wheels

- Extensive bending, stooping, pulling, reaching, handling and feeling
- Manual dexterity; ability to operate computer keyboard and mouse
- Good vision; correctible to 20/20 and in color
- Clear speaking voice and good hearing

### **General Requirements for All Library Employees**

- Ability to project workplace image of specific job title
- Ability to adapt to change
- Ability to develop and maintain positive working relationships with co-workers
- Ability to comprehend and follow library policies and procedures
- Ability to develop an awareness of library-wide operations
- Ability to exercise good judgment at all times
- Participation in regular staff meetings

### **Professional Librarian Job Description Addendum**

#### Professional-In-Charge (PIC)

- Under the guidance of the executive director, provide general over-sight regarding staffing and patron services
  - Properly respond to staff members requesting unscheduled (current work week or within 48 hours of the next week) time off
  - Schedule staff as needed to maintain minimal staffing guidelines
  - Appropriately communicates absences to managers, and bookkeeper, through email and reflects changes in the absent employee's work schedule
  - Trouble-shoot facility or computer issues affecting patron services
  - Corrects time-clock or desk schedule errors
- Models exceptional patron services and work ethic for co-workers
- Assigns priority tasks or additional tasks to staff members for any one particular shift
- Ensures confidentiality and accuracy of patron accounts
- Resolves phone inquiries for specific absent or unscheduled staff members
- Takes reasonable action to satisfy patrons with specific concerns, complaints or issues using professional judgement to make policy or procedure exceptions
- Ensures proper documentation of incidents including police or emergency services action
- Responsible for referring official requests for patron records to MCLINC
- Ensures safety and cleanliness of the facility prior to opening to the public and throughout their shift
- Communicates appropriate facility issues in the dedicated communication log book with the janitorial service and through email to the PICs and directors
- Responsible to secure the building at the end of the workday
- Exhibits good judgment in contacting off-duty managers appropriately for assistance or to report time-sensitive matters