

Carbon County Library System

Job Description

Position Title: Substitute Information Specialist
Position Hours: As needed
FLSA Status: Non-Exempt
Department: Circulation
Reports To: Circulation Manager
Supervises: n/a
Approval Date: February 2015

SUMMARY

The Information Specialist performs front line library services, interacting directly with the public, accommodating customers in locating and, accessing information. Information Specialist must be able to troubleshoot technology issues. Must be able to lift, carry and/or move up to 100lbs.. Flexible schedule (Saturday, evening and day shifts) is necessary.

ESSENTIAL RESPONSIBILITIES AND DUTIES

1. CIRCULATION DUTIES

- a. Charges books, magazines and other library holdings in and out at the circulation desk, renews materials, using an automated circulation system..
- b. Discharges incoming library materials using an automated circulation system and inspects them for damages, and routes materials to appropriate departments and branch libraries..
- c. Receives and responds to general information requests and assists customers in person, by telephone, in writing and electronically.
- d. Performs accurate library shelving procedures by shelf-reading and re-shelving of materials according to numbering assigned classifications sequences.
- e. Conducts financial transactions at the circulation desk (fee, fines, sales, donations, replacement cost, etc.) and keeps appropriate records..
- f. Assists customers in the use of printers, copiers, and faxing.
- g. Assists customers with download training of e-books onto electronic devices including I-phones, tablets, and computer.
- h. Schedules meeting room use, collects appropriate fees and keeps appropriate records.
- i. Maintains periodical collection, as assigned
- J. Plans work according to established procedures
- k. Promotes and assists customers in applying for library membership and processes membership applications and issues membership cards
- l. Greets visitors to library and provides appropriate community information and direction as required.

- m. Provides and maintains a high customer service performance standard.
- n. Promotes the use of the Library, its services and programs.
- o. Coordinates monitors and facilitates computer sign up and usage with automated system.
- p. Performs general housekeeping tasks such as dusting, sweeping, vacuuming, and cleaning up after customers as needed.

2. INFORMATION SERVICES

- a. Provides reference service in person, over the phone, and electronically by researching and communicating with customers regarding their information need..
- b. Assists customers with information searches and acquisitions using print resources, the online catalog, online databases, and other authoritative online resources as needed..
- c. Recognizes when a question may need to be referred to a co-worker, Librarian, or outside agency and appropriately forwards the requests.
- d. Follows up with customer when possible, insuring information needs have been satisfied.
- e. Promote, demonstrates and assists customers in the use of the online library catalog and other state library databases.
- f. Assists customers in accessing the National Market Health Care Plans.
- g. Assists customers in accessing Free Tax Programs.
- h. Assists customers in accessing completing, and emailing online job applications as needed.
- i. Assists with proctoring distance student testing services.
- j. Assists customers requesting interlibrary loan materials using the online catalogue

3. LIBRARY RESOURCES/EQUIPMENT

- a. Assists customers in the use of the online library catalog and other online resources including databases.
- b. Assists customers in the use of the copy machine and the fax machine.
- c. Schedules meeting rooms.

4. GENERAL DUTIES

- a. Performs opening and closing duties including locking/unlocking building doors, turning equipment on/off, handling daily cash drawer, emptying book drop.
- b. Performs general housekeeping tasks such as dusting, sweeping, vacuuming, etc. as needed.

5. ALL STAFF DUTIES

- a. Maintains professionalism by exercising tact, diplomacy, and courtesy at all times, and by observing customer confidentiality.
- b. Provides positive customer service at all times.

- c. Communicates work progress, work problems, and library related issues with co-workers, supervisors, and all staff as appropriate.
- d. Committed to carrying out current policies, procedures, and directives.
- e. Works with other members of the staff in a cooperative manner.
- f. Follows established channels of communication.
- g. Follows directions and works without close supervision.
- h. Willingness to work flexible schedule and to provide back-up coverage as needed.
- i. Attends mandatory all-staff meetings.
- j. Seeks out educational opportunities and attends training as approved.
- k. Supports and promotes all library collections, events, programs, and services within the library system while at work.
- l. Recognizes that positive organizational change is essential to a healthy library system.
- m. Performs other duties as assigned.

MINIMUM REQUIREMENTS

- Associate degree or equivalent.
- Familiarity with computers and the internet.
- Working knowledge of Microsoft Word and Excel.
- At least one year of experience working with the public.
- Excellent customer service skills.

PREFERRED MINIMUM REQUIREMENTS

- Bachelor's degree.
- Previous library experience.

PHYSICAL EFFORT AND WORKING ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel. The employee is required to talk and hear. The employee is frequently required to reach with hands and arms. The employee is required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and color vision.

NONCONTRACTUAL

Nothing in this position description should be construed as an employment contract. The Carbon County Library System Board of Directors reserves the right to modify salaries, schedules, contributions to health insurance programs, and other benefits programs.