

# Adult Services Librarian

## **General Description:**

Performs work responsibilities under the general direction of the Library Director, who provides general work goals and objectives and policy direction. Adult services librarian performs day to day tasks with a high degree of independence, and brings unusual situations and policy questions to the Director for resolution.

## **Supervision:**

- Works under supervision of Director.

## **Duties:**

### ▪ **Circulation:**

- Provides efficient and courteous customer service to individuals contacted in the course of work; process or refer questions, complaints, and needs as necessary.
- Periodically assists with day to day circulation procedures.

### ▪ **Technology:**

- Troubleshoots computer problems and develops technology plans.
- Assists in maintaining library website and social media.
- Uses the automated library system and electronic resources proficiently and is able to effectively train staff and customers in their use.
- Assists patrons in use of technology.
- Updates the TV slideshows.
- Keeps the website up to date with all library programs.
- Conducts Gadget Workshop at least twice a month for phone, table, and laptop help.

### ▪ **Reference Services:**

- Provides direct reference, bibliographic instruction, and reader's advisory service to library patrons of all ages using the full range of resources available.
- Responsible for the delivery of quality reference services and the provision of exceptional customer service to all patrons. Responsible for the assessment and improvement of reference services. Ensures services adapt to meet the changing needs of the community.

### ▪ **Programming:**

- Analyzes community needs in order to recommend and develop programs that will maintain strong participation and community support for Adult Services.
- Develops, implements, and administers any programs that involve the adult services area of the library.
- Conducts community outreach services.

### ▪ **Volunteer Coordinator**

- Accepts and reviews volunteer applications, interviews for volunteer positions, places volunteers, and works with their schedule to best of ability.
  - Identifies needs in the library to be filled by volunteers.
- **Additional Duties:**
    - Works some nights and weekends as required.
    - Examines professional publications and other sources for selection of books, periodicals, and other materials.
    - Changes the White Board Weekly
    - Order Tax forms for both libraries
    - Works toward or maintains Gold Star PA Forward Library status
    - Performs other tasks as assigned by the library director.

**Knowledge, Skills, and Abilities:**

- Develop and administer goals, objectives and procedures.
- Understand and apply relevant Federal, State and local policies, laws and regulations.
- Communicate clearly and concisely, both verbally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Establish and maintain an effective public image of the library.
- Maintain confidentiality of certain patron, employee and city information.
- Operate office equipment, computer systems and other current technology.
- Strong knowledge of technology.
- Knowledge of principles and processes for providing customer service.
- Active listening.
- Actively looking for ways to help people.
- Work independently.
- Use initiative.
- Physically capable of standing for long stretches of time, bending and reaching above head, carrying and moving materials and carts up to 40 lbs.
- Ability to multitask.
- Ability to proficiently perform above listed duties.

**Qualifications:**

- Masters Degree in Library Science preferred. Bachelor's degree plus library experience is required.