**Bachelor – Mobile Services with Children’s Emphasis**

**Stark County District Library**

**Mobile Services – Full time**

Make the **SMART** choice by exploring opportunities with your Stark County District Library! The Stark County District Library seeks an outgoing, customer service oriented library professional to fill an opportunity as a **Bachelor – Mobile Services with Children’s Emphasis** at the Main Library. We are looking for candidates who understand the importance of our mission, as well as keeping our library patrons as a top priority. The Stark County District Library - The Smart Store, where everything is free® – is a store of knowledge with an abundance of resources at your fingertips…all for free!

If you have a passion for customer service, please go to The Smart Store® website for more information and to complete an employment application: please visit: [www.starklibrary.org](http://www.starklibrary.org) ; click on “Contact Us” to find the “Employment Opportunities” page.

The ***Bachelor – Mobile Services with Children’s Emphasis*** position has an hourly wage rate of $12.00, and eligibility for a generous benefit package following sixty days of employment.

**Bachelor**

**Position Description**

An employee serving in this position advances the mission of the Library by providing direct public service in the Main Library or one of the branch libraries, the Literacy Department, Mobile Services or Outreach Departments. This position may be assigned to work in the Collection Development Department or the Technology Department or as a Spark Parent Partner. Work requires the application of basic professional knowledge and techniques of library science to a variety of assignments, including readers’ advisory, programming, information services, cataloging, and acquisition of library materials. Employees work independently under the general supervision of a Library Manager and performance is evaluated based on observation and results achieved. Position may serve as shift supervisor.

**Essential Duties and Responsibilities**

* Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.
* Demonstrates commitment to STAR values in all interactions with customers, community residents, and colleagues; (Service, Teamwork, Adaptability, Respect);

**Public Service Bachelor:**

* Retrieves information from computer resources and written documents in order to help library users find library materials and information;
* Answers questions and provides service for routine information requests via telephone, in person and through digital technologies;
* Assists and trains library users in the use of the library website, online databases and e-resources, and other computer applications;
* Teaches library users how to use their personal electronic devices to access library resources;
* Explains library services and policies completely and accurately by telephone, in writing and in person;
* Plans and presents library programs;
* Creates displays and uses a variety of techniques to encourage use of library materials;
* Maintains the library collection through weeding and selection recommendations;
* May contribute content to the library’s website;
* May serve on committees or taskforces;
* May train staff and volunteers;
* May act as a shift supervisor in the absence of a Librarian or Library Manager;
* When assigned to Collections, may:
	+ Catalog library materials; and/or
	+ Select or order library materials; and
* This position may require the performance of other essential and marginal functions depending on the work location, assignment or shift.

**Technology Bachelor:**

* Responds to requests from computer users regarding hardware, software, telecommunications, or network connection problems or questions;
* Prioritizes requests or problems according to established criteria and enters relevant data into a computerized user-request tracking system;
* Resolves problems or provides "how-to" instructions using a variety of online monitoring and diagnostic software tools, reference manuals, vendors, and on-the-job experience;
* Refers the more difficult problems or non-routine requests to other technical support staff or supervisors;
* Places service calls with vendors and coordinates service for the user;
* Advises users of the on-going status of their request, and places follow-up calls to ensure that satisfactory service was provided;
* Repairs, reconfigures, assembles, integrates, and tests basic and complex systems, configurations and networks;
* Updates and revises reference materials and work procedures;
* Learns the functions and operation of new products, systems, or equipment by attending training or through tutorials or self-instruction;
* Produces basic statistical or work-activity reports by generating computer queries or gathering and assembling data.

**Spark Parent Partner Bachelor:**

* Works directly with SPARK preschool children and their families to provide in home, family-focused intervention to enhance early literacy skills and preparation for kindergarten;
* Serves as a support for SPARK children as they move from home or child-care environments to public school;
* Develops and maintains strong and effective relationships with all SPARK Ohio Initiative partners, including the Sisters of Charity Foundation of Canton;
* Positively represents the Library to agencies, organizations, and the community, promotes Library services and the SPARK program and partnerships in a consistently positive manner, and adheres to customer service guidelines and procedures as established by the Library;
* Models exemplary customer service to both internal and external customers, in accordance with SCDL standards and procedures;
* Plans and implements monthly face-to-face contact with assigned children in the home and/or child care setting to advance the successful implementation of each child’s individual learning plan;
* Creates and maintains all necessary records according to SPARK guidelines;
* Attends Parent Partner meetings, training sessions and on-going professional development programs as required by the SPARK Learning Advocate Coordinator;
* Acts as the SPARK advocate for all assigned children and families, encouraging a high standard of early childhood care and education to ensure a preparation for kindergarten and successful transition to elementary school;
* Oversees appropriate use of developmental screening tools for assigned SPARK children as directed by the Learning Advocate Coordinator;
* Makes referrals as necessary to appropriate learning service and programs for SPARK children and their families, according to SPARK guidelines; and
* Communicates emergency situations and/or critical changes to the Learning Advocate Coordinator in a timely manner.

**Marketing/PR Bachelors:**

* Responds to request for specific publicity tasks for all library agencies;
* Responds to requests for updating all internal and external communication pieces, including but not limited to the SCDL website, Sierra, and all social media outlets;
* Produces all graphics materials requested by internal staff under the direction of the Public Relations Manager;
* Develops and maintains all collateral pieces for the SCDL under the direction of the Public Relations Manager and Marketing and Development Director;
* Models exemplary internal and external customer service when responding to task requests; and
* Maintains brand control of the SCDL under the direction of the Public Relations Manager and Marketing and Development Director.

**Selection Factors**

Knowledge of:

* Customer service principles and techniques;
* Basic library reference resources;
* Library numerical and alphabetical filing systems;
* Principles, practices, methods, and materials of public libraries; and
* Library circulation system and procedures.

Ability to:

* Demonstrate technology proficiency at the intermediate level;
* Maintain regular and reliable attendance, observing a flexible schedule including nights and weekends as assigned;
* Communicate in the English language by phone or in person in a one-to-one or group setting;
* Work cooperatively with other employees and the general public;
* Learn job-related material primarily through oral instruction and observation, which takes place mainly in an on-the-job training setting;
* Comprehend and make inferences from written material;
* Adapt to changing work priorities;
* Conduct effective information and readers advisory interviews with library users;
* Communicate well and work in a team environment;
* Work with customers of all age levels;
* Display initiative, flexibility and receptiveness to ideas, changes and responsibilities;
* Work effectively under stress;
* Work on several projects to meet deadlines by working independently or in a group setting; and
* Comprehend, use, and apply current technology in a public library setting.

 **Technology:**

* Observe, compare, or monitor data to diagnose problems;
* Input data or information into a computer or other keyboard device;
* Maintain accurate records and logs;
* Diagnose technical problems and recommend solutions; and
* Work independently within established procedures and policies.

**Spark Parent Partner:**

* Strong interest in, and personal passion for early literacy and encouraging children and families to gain skills that will ensure a successful transition into the public school environment;
* A commitment to internal and external customer service along with a positive public service outlook, with strong communication and interaction skills and the ability to relate to people of all ages;
* The ability to communicate honestly and respectfully;
* A high degree of flexibility, patience, and tolerance, and the ability to function well in a variety of social contexts and environments; and
* The ability to schedule and organize meetings, a proven record of self-motivation and initiative, a strong ability to follow through on commitments, and an exceptional attendance record.

**Additional Requirements**

* Individuals may be required to operate a vehicle. If so, they must be physically capable of operating vehicles safely, possess a valid driver's license and have a clean driving record that is deemed satisfactory to the Library’s insurance carrier.

**Minimum Qualifications**

Bachelor's degree in a program that imparts a broad liberal education required. Public library experience is highly desirable. Other combinations of knowledge and demonstrated ability to perform the essential duties and responsibilities may be substituted.

**Technology**

Two years of experience in computer operations, telecommunications, production control, or providing technical computer support for users is required. Other combinations of knowledge and demonstrated ability to perform the essential duties and responsibilities may be substituted.

**Physical Requirements**

* The library environment involves everyday risks or discomforts that require normal safety precautions typical of offices, which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations;
* Lift light objects (less than 20 pounds) and carry them short distances (20 feet or less);
* Reach overhead and bend/kneel to shelve books weighing up to three pounds;
* Remain in a standing position for extended periods of time while performing a variety of tasks; and
* Perform repetitive hand, arm, and body movements, including lifting books on a continuous basis for up to an eight-hour shift.

***The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by an individual working in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.***

**Posted on November 4, 2015. Applications will be accepted until November 16, 2015 at 5:00 pm.**