|  |
| --- |
| Stark County District Library |
| **Job Posting: Library Specialist** |
| **Title:** | Library Specialist |
| **Internal Classification:** | FLSA non-exempt, bargaining unit |
| **Primary Location:** | Youth Services – Main Library |
| **Hours:** | Full-time (40 hours/week) |
| **Starting Hourly Rate:** | $12.00 |

*Posted on May 15, 2019.*

*Applications for the position will be accepted for a minimum of 10 calendar days from the original date of posting.*

The Stark Library is seeking an outgoing, customer service oriented paraprofessional to fill an opportunity as a **Library Specialist** in the **Youth Services** department of our Main library location.

The Library Specialist is **primarily responsible for creating and delivering internal and external programs**. The focus of this role’s programming and other work will be on our younger patrons, from babies to teens.

In addition to programming, the incumbent will also be responsible for frontline customer service at a variety of service points as well as conducting reader’s advisory within the Youth Services department at our Main library.

Successful candidates will **enjoy working with the public**, especially **children and youth**, and be able to demonstrate a **strong customer orientation** that supports our mission and service to the diversity of the communities in which we operate.

If you want to work for a **mission-driven organization** and believe you may be a good fit for this position (detailed job description, below), please go to Stark Library website - [www.starklibrary.org](http://www.starklibrary.org) - for more information and to complete an employment application. Go to “Contact” and then “Employment” for access to our on-line application.

***About Stark Library***

*Stark Library serves over 118,707 active cardholders, annually circulating 4 million items from its 1.7 million item collection and providing access to an additional 61 million items from lending networks throughout Ohio. Each year the library presents more than 8,000 programs for 150,000 attendees and provides 200,000 computer sessions on the publicly available computers found in each branch. The system consists of ten branches, including our main library, as well as a mobile services department.*

**Position Summary**

An employee serving in this paraprofessional position advances the mission of the Library by creating and delivering internal and external programs, events, and activities for a focus age group as well as helping to establish and/or maintain key external relationships (e.g., authors, publishers, organizations, etc.) on behalf of his/her location or department, all in alignment with location and system-wide goals. This role is also responsible for providing direct public service and basic to intermediate clerical support work as needed to ensure smooth delivery of basic library operations and services.

**Duties and Responsibilities**

**Customer Assistance**

1. Assists patrons with and demonstrates all library service and collection platforms, and is an advanced user of platforms.
2. Proactively promotes library services and offerings to patrons.
3. Provides instruction on platforms in area of specialization.
4. Provides intermediate reference assistance, and helps develop access tools in area of specialization.
5. Is aware of and can direct patrons to print and online reference tools, including Reader’s Advisory resources.
6. Assists patrons in accessing and using document machines, library computers and library-supported software, and troubleshoots intermediate technical problems. Provides advanced assistance in area of specialization.
7. Performs transactional services (e.g., notary, passport) that have defined rules, limited or specific answers, and/or detailed process guidelines.
8. Facilitates special support and services that include open-ended interactions requiring analysis, additional data gathering, independent judgment/decision-making and may have multiple “right” answers or possible outcomes (e.g., Book an Expert).

**Circulation**

1. Performs all direct patron circulation functions.
2. May have responsibility for regularly implementing record maintenance tasks.
3. May have in-depth understanding of ILS Circulation Module, and may troubleshoot ILS issues.

**Collection**

1. May assist in shelving as needed.
2. Plans and assists with the merchandising of materials. May have responsibility over a specific display area.
3. May make collection decisions over a portion of a collection area, under direction of the Manager or Librarian.
4. Creates Educator Units as needed.

**Group Services: Internal and External**

1. Plans and presents internal and external programs in focus area.
2. Leads or assists other staff with internal and external group program set up.
3. Assists or acts as back-up for other Library Specialist or Librarian staff in providing internal or external events outside of focus area.
4. May lead or participate in promotional activities outside the library.
5. Develops content and materials for both active and passive delivery to groups. May sometimes involve other staff, as needed.

**Partnerships**

1. May establish partnerships, develop content for, and/or implement joint services with outside agencies on behalf of his/her department or location in consultation with Manager.

**General**

1. Mentors and trains other staff, including Library Associates and Library Specialists in other locations.
2. Contributes to, and sometimes leads, system-wide planning, development and training initiatives.
3. Coordinates with Manager and Librarian(s) to guide other staff regarding services, programs, and collections within area(s) of expertise.
4. Serves on library committees as needed.
5. Performs other duties as required.

**Core Competencies**

|  |  |
| --- | --- |
| 1. Adaptability
2. Communication
3. Customer Service
4. Dependability
5. Ethics & Integrity
 | 1. Initiative
2. Job Knowledge
3. Quality of Work
4. Teamwork
 |

**Technical / Functional Skills**

* Ability to plan, develop, implement and promote library-related programs.
* Ability to provide specialized, open-ended customer service support in one or more areas without assistance from other staff.
* Ability to create Educator Units.
* Advanced familiarity with library services and operations.
* Ability to perform intermediate to advanced functions using the library circulation system, service platforms, and following current procedures.
* Advanced knowledge of collection platforms.
* Ability to learn and obtain certification in passport processing.
* Demonstrates intermediate to advanced level literacy with respect to standard computer and office software.
* Ability to sort and file alphabetically and numerically.
* Ability to communicate effectively in the English language by phone or in person in a one-to-one setting.
* Ability to make simple arithmetic calculations with speed and accuracy.
* Ability to assist with the training of other staff.

**Education and Experience**

* Education: High school diploma or equivalent is required. Bachelor degree preferred.
* Years of relevant experience: 3 or more years of related experience is preferred.
* Certifications or licensure: Ohio drivers’ license and ability to maintain a driving record that is satisfactory to the Library’s liability insurance carrier is required.
* Experience presenting and implementing programs to groups is required.
* Experience developing programs for individuals and groups is preferred.
* Experience coordinating with external partners is preferred.
* Experience with the principles and practices of customer service is required.
* Experience with library circulation systems and procedures is preferred.
* Experience in public library or public-sector organizations is preferred.
* Experience working with focus age group is required.

**Working Conditions and 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. When this position is within the Mobiles Services department work performed on vehicles (e.g., bookmobiles) is done in close quarters that, at times, may be in motion as teams travel from stop to stop. Additionally, this work is done year-round in vehicles furnished with heat and air conditioning.
* The noise level in the work environment is usually quiet to moderate.
* This position is performed mainly in the public and office areas of the Library although some off-site meetings in various other locations may occur (e.g., school visits, etc.). When this position is within the Mobile Services department it is performed mainly in the mobile services vehicles as well as public and office areas of the Library although some off-site meetings in various other locations may occur.
* Work is generally completed during Library days and hours of operations which may vary by location and time of year. There may be the occasional need to attend meetings or events and/or respond to critical situations outside of this schedule, including before or after normal Library days and hours of operation.
* Work requires the ability to lift light objects [less than 20 pounds] and carry them short distances [20 feet or less] and, within Mobile Services particularly, load/unload materials and equipment in all weather conditions.
* Work requires the ability to push a fully loaded book cart (typically weighing at least 20lbs or more) for distances of at least 20 feet.
* This position may require an employee to remain in a standing or seated position for extended periods of time while performing a variety of tasks.
* Employees must be able to perform repetitive hand, arm, and body movements, including typing and/or lifting books, on a continuous basis.
* Work requires reaching overhead and bending/kneeling to shelve books weighing up to three pounds.
* Travel by personal automobile or, in the case of Mobile Services positions a Library-owned automobile or truck, and a valid State of Ohio driver’s license along with the ability to maintain a driving record that is satisfactory to the Library’s liability insurance carrier may be required, depending on the position’s specific duties. Some travel by personal vehicle and/or occasional overnight travel may also be required.

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.