



Bessemer Public Library

Class Specification

Class Title: Adult Services/Reference Librarian, Full-Time

Department: Adult Services

Reports to: Library Director

JOB SUMMARY:

Serves as a lead staff member and performs various professional-level functions related to: developing and conducting diverse and innovative adult programs and library services; developing and maintaining the adult collection; instructing patrons in the use of library resources and technology; performing related administrative and technical functions; provides exceptional customer service to patrons in person, by telephone or electronically. This position works under general supervision of the Library Director.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Reference Services

- Provides a full range of information services to the public, including reference and media advisory, in person at public service desks, by phone and online, and through public programming, while ensuring that each library user receives the highest possible standard of customer service
- Develops novel ways to curate and share information with the public; develops and promotes library resources and services to specific user populations, including physical and virtual displays, booktalks, finding aids and related activities
- Refers patrons to supplemental resources both within and outside the library

Programming & Outreach

- Maintains the development and delivery of diverse and creative programs for adults on a variety of topics, including instructional programming, and technology training, both in the library and in the community to support the goals of the department and community needs
- Conducts group visits and tours
- Develops and maintains effective relationships with community organizations to promote library services and programs
- Participates in civic organizations and community activities, building partnerships and representing the library to the community
- Ensure good stewardship of physical and virtual spaces by preparing and merchandising displays

Resource Development

- Assists in developing and maintaining materials, collections, and information resources such as print publications, electronic resources, website content, and other media formats in accordance with the collection development policy
- Prepares physical and virtual reading lists and finding aids and utilizes electronic resources to find new means of providing resources and services to the public
- Participates in the development and maintenance of content for social media platforms such as library blogs, Facebook, Instagram and Twitter
- Participates in the development and maintenance of content for the library website

Training & Staff Development

- Maintains expertise in providing library services to diverse populations; keeps current with knowledge and trends related to public library services
- Keeps informed of library policies and procedures, new and emerging technologies, popular literature and library trends
- May instruct others in work procedures and may provide direction to others on a project basis
- May develop and deliver trainings to library staff, including library assistants and other librarians
- Participates in library teams, committees and trainings in support of library strategic initiatives
- Attends professional meetings and workshops and participates in appropriate professional organizations and committees
- May provide recommendations in performance appraisal, and reporting problems to supervisor.

Other Duties

- Prepares and/or reviews complex, routine and non-routine reports and analysis utilizing a variety of software; receives, sorts, and summarizes material for the preparation of reports; prepares work reports; relays and interprets administrative decisions, policies and instructions.
- Opens and closes facility; operates security system; empties drop box.
- Interprets and applies library policies and procedures for customers and resolves customer complaints
- Assumes a leadership role to address emergency situations, as required
- Perform other related responsibilities and duties as assigned.

IMPORTANT JOB FUNCTIONS:

Performs functions related to circulation area activities, including: checking materials in and out; emptying return bins; receiving and handling complaints, requests, comments, etc.; receiving and receipting money for fines, fees, etc.; entering information into computer system; registering new patrons and issuing library identification; sorting returned material; shelving books, periodicals and other materials; contacting patrons to notify them of items being held; reviewing overdue notices and issuing same to borrower; making copies; sending faxes; and answering phones, providing assistance and forwarding calls to appropriate staff member as needed.

- Submits information about programs and events for newsletter publication; creates promotional information, banners, signs, etc.
- Maintains and upgrades professional knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications.
- Disseminates a variety of information to various agencies/organizations via telephone, mail or FAX.
- May serve as backup for other positions within the organization.
- Performs other related duties as assigned

MATERIAL AND EQUIPMENT USED:

Computer(s)	Audiovisual Equipment	General Office Equipment	Cash Register
	Laminate Machine	Makerspace Equipment	

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- MLS from an accredited college or university in a related field; and,
- Two to three years of progressively responsible related experience; or,
- Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of public library work, including reference, information, and reader’s advisory services
- Standard reference materials, information sources and research techniques.
- Reader interest levels, books, authors and reading genres
- Community interests and needs

- PCs in a Windows environment, library applications, and library automation systems, and be able to use online Internet searching methods and information resources

Skill in:

- Organizing, assigning, leading and reviewing the work of staff.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Developing informational and promotional materials.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Must be able to communicate effectively in English, both orally and in writing, and be easily understood on voice telephone
- Possessing a positive customer service attitude, professional demeanor, and the ability to be friendly, courteous and tactful with the public
- Must be able to work independently with limited supervision and to exercise initiative and good judgment in the performance of duties

Mental and Physical Abilities:

- Ability to provide reference assistance to the public.
- Ability to provide effective service and communicate with patrons and staff.
- Ability to analyze problems and find solutions.
- Ability to read information from a computer and enter data into computer.
- While performing the essential functions of this job, the incumbent is regularly required to maintain a stationary position 50% of the time; frequently operate office equipment, access file cabinets, occasionally ascends/descends a ladder or step stool to retrieve materials or supplies, constantly positions self to move books on shelves or file cabinets, ability to move boxes or other equipment weighing up to 20 pounds across office for various needs.

Working Conditions:

- Work is performed in a normal office/library environment with little exposure to outdoor temperatures or dirt and dust.
- The incumbent's working conditions are typically moderately quiet.
- Working time may require irregular hours and/or weekend shifts.

BENEFITS:

Salary Range: \$46,800.00 - \$51, 604.80, Full Health Insurance Benefits Package

Hours may vary, All positions may include morning, afternoon, evening and weekend hours. Employees may be required to adapt to future schedule changes depending on library needs.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant absent undue hardship.