

JOB SUMMARY

Under the supervision of the Assistant Library Director, performs tasks in public services. The Substitute Librarian position provides reference service at both the adult and youth service desks as needed. This position provides excellent customer service to library patrons, performs clerical work relating to library services, and assists in other support tasks as assigned.

MAJOR DUTIES / ESSENTIAL FUNCTIONS

The following list identifies the principal duties of this position, but it is not exhaustive. Other duties may be required or assigned.

- Provide high quality, approachable customer service to patrons via various communication methods, such as in-person, phone, and email. Maintain confidentiality in all interactions and communications with patrons.
- Prepare informational and promotional materials about library events and resources.
- Participate in the maintenance and inventory of the library collection.
- Develop feasible, realistic solutions to problems or questions.
- Maintain and prepare library statistics as requested.
- Follow and enforce library policies and procedures.
- Serve as Librarian-in-Charge as required.
- Perform other tasks and projects as assigned.

EDUCATION AND EXPERIENCE

- Master's degree in Library and Information Science from an ALA accredited institution or equivalent education or experience or currently enrolled in an MLIS program at an ALA accredited institution.
- Knowledge or training related to reference services.
- Good communication skills and strong public service skills required.

REQUIRED KNOWLEDGE AND ABILITIES

- Ability to work well with and relate to patrons of all ages.
- Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, peers and supervisors.
- Considerable ability to understand and follow written and oral instructions.
- Ability to understand library policies and procedures and apply them to library operations.
- Creatively and effectively make decisions based upon experience, knowledge, or training without supervision.
- Ability to maintain confidentiality of library patron information.
- Basic competency and experience using and supporting current digital devices and software, including, but not limited to, Microsoft Office, the Internet, Adobe Software Suite, iOS and Android platforms and devices.
- Good oral and written communication skills.
- Proficiency with English grammar and spelling.
- Ability to calculate basic arithmetic problems without the aid of a calculator.

TOOLS AND EQUIPMENT

- Proven ability to use office technology including, but not limited to: Integrated Library Systems, email, the Internet, Windows and Mac operating systems, Microsoft Office, Adobe Software Suite, print management software, personal electronic devices including iPad, Kindle, iPhone, and Android smart phones, and new technology as introduced and/or adopted.
- Skill in the operation of the following tools and equipment: automated materials handler, photocopier, printer, scanner, calculator, book truck, fax machine, cash register, audiovisual equipment, telephone, and new equipment as introduced and/or adopted.

PHYSICAL DEMANDS

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 use hands and fingers to reach and feel books or operate equipment and reach with hands and arms.
- Using hands to finger, handle or touch books, write, file, sort, shelve and keyboarding.
- Using hands and arms in handling, installing, positioning, and moving materials and manipulating things.
- The employee frequently is required to sit, stand, walk, stoop, climb, kneel, crouch, crawl, bend, twist, and balance using legs and feet.
- The ability to exert muscle force to lift, push, pull or carry furniture for room set-up.
- The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- Ability to talk and hear.
- Close vision and distance vision are required.
- The employee frequently is required to lift and reach books above the shoulders.
- The employee must frequently lift or carry up to 50 pounds safely.
- The employee must frequently push or pull: objects weighing 300-400 pounds, with mechanical and/or physical assistance.

LICENSES AND SPECIAL CONDITIONS

- Must be able available days, evenings and weekends as needed, sometimes with little notice.

SUPERVISION / ACCOUNTABILITY

- Accountable to the Assistant Library Director and in his/her absence the Library Director.

WORK ENVIRONMENT

Work is frequently performed in a library environment with a large volume of public interaction. Occasionally, work is performed in outdoor weather conditions. Employees will be exposed to dust. The noise level is usually quiet to moderate.

SELECTION GUIDELINES

As a non-union position, the selection for this position is covered by a process that includes, but is not limited to, the completion of a formal application, the verification of education and experience, oral

interviews, and reference checks. Related tests may be required by the City. All applicants may be required to submit to a stringent medical examination prior to appointment consistent with requirements of the position. Prior to appointment, candidate may be fingerprinted and a record check made of local, state, and/or federal authorities before final approval.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Revision History

Approved by the Library Board of Trustees November 15, 2016

February 8, 2018

September 8, 2022