CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Public Services Librarian I** **UNION: 114L**
SG:L-1
CLASS TITLE: **Librarian I** **CS:N**
FLSA:N
DEPARTMENT: **Library** **EEO4CODE:PR**
PART-TIME

JOB SUMMARY:

Provides reference, information, referral and readers' advisory assistance to the public. Instructs the public and staff in the use of the library collections and a wide variety of information tools and resources in all formats. Participates in community outreach, delivering library classes, programs, and services.

SUPERVISORY RELATIONSHIPS:

Reports to the Head of Information and Reader Services. Works independently under the guidance of City and Library policies and procedures. Consults with staff as appropriate.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Provides courteous, helpful, and efficient assistance and instruction to the public in the use of library resources and services.

2. Provides reader advisory services for the public.

3. Answers questions by phone, email, chat, or in person ranging from quick fact-finding to in-depth research using a variety of resources.

3. Assists and instructs the public and staff on current technologies, equipment, and software.

4. Participates in community outreach and in the design and delivery of library classes, programs, and services.

5. Mentors, trains, and models for support staff. Provides training for support staff to ensure excellence in information and readers' advisory services.

ADDITIONAL WORK PERFORMED:

1. Develops print and web-based tools, guides, and booklists to assist customers and staff in using the library and its resources.

2. Assists with collection development projects; may be responsible for collection development in assigned areas.

3. Assists other librarians with programs and special projects.

4. Promotes library services through active participation, involvement, and leadership in the community, and in library committees and projects.

5. Makes work assignments and directs work activities of support staff or volunteers.

6. Performs other duties within the scope of the Librarian 1 classification.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Knowledge of:
- Current principles and practices of public library service including an in-depth knowledge of reference and information resources and reader advisory services.
- And commitment to the mission, principles and 'best practices' in librarianship and customer service.
- Library collection development practices.
- Issues and events relevant to the City of Bellingham and the geographical area of Whatcom County.

Skill in:
- Strong customer service.
- Strong verbal and written communication.
- Listening to, understanding and interpreting the concerns of patrons.
- Using independent judgment and making good decisions when resolving problems relating to patrons/public.
- Public speaking.
- Articulating, supporting and implementing the mission, goals and policies of the Bellingham Public Library.

Ability to:
- Perform essential functions of the job.
- Apply new knowledge and skills.
- Be accurate, thorough and timely in the completion of work assignments.
- Keep current with new trends, innovations, technologies, techniques and materials in the library profession.
- Acquire a working knowledge of local government and organizations and agencies that provide services and information.
- Learn and apply a working knowledge of library operations, procedures and policies as well as relevant City policies.
- Work with a diverse population and handle different types of situations.
- Train, coach and mentor others.
- Work well with others.
- Tolerate considerable ambiguity.
- Maintain consistent and punctual attendance.
- Demonstrate the Public Service Competencies of service orientation; results orientation; and, teamwork and cooperation.
- Physical ability to perform the essential functions of the job including:
  -hearing acuity and verbal ability sufficient to communicate using a telephone or in person;
  -dexterity and near distance visual perception sufficient to operate office equipment, design documents and web pages and handle files and paperwork; and,
  -lift and transport 10-20 lbs. occasionally; up to 40lbs infrequently.
  -reach shelves from six feet high to floor level;

-stand for up to three hours;
-push a loaded book cart.

WORKING ENVIRONMENT:

Duties are generally performed indoors with frequent interaction with co-workers and with the public. Evening and weekend hours are regularly required. Work is performed extensively at a computer work station with periods of prolonged sitting or standing. Station is often shared with other staff. Environment includes a normal range of noise and other distractions working around specialized library equipment and standard office equipment.

EXPERIENCE AND TRAINING:

Required:
- ALA accredited Masters of Library or Information Science degree or equivalent.

Preferred:
- Customer service experience.
- Public library experience.
- Community outreach experience.

NECESSARY SPECIAL REQUIREMENTS:

- Washington State certification as a librarian (required with MLS).
- Employment contingent upon passing a criminal convictions check, child and adult abuse records check and local background check.
- Must be willing to work various shifts depending upon the needs of the Library, including evenings and weekends. Must be able to adapt to schedule changes on short notice.

PREPARED BY: J. Swatosh
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P. Kiesner
11/06

REVIEWED BY: _____
Pamela Kiesner
Library Director

REVISED BY: P.Kiesner
B. Farley
12/13

FORMERLY: REFERENCE LIBRARIAN - PART-TIME