

St. Joseph County Public Library
Job Requirements / Abilities

Position Title: Readers' Services Librarian
Level/FLSA Status: 9/Non-Exempt
Starting At: \$18.20, Hourly
Pay Range: \$18.20 - \$24.59, Hourly
Agency: Customer Service
Location: Main Library, 304 S. Main Street, South Bend IN 46601

Education and Experience:

- ALA (American Library Association) accredited MLS (Master's of Library Science degree).
- At least 2 years previous experience working in a library or bookstore.
- At least 1 year experience working directly with the public.
- A valid State of Indiana Librarian Certification, Level 4 obtained within three years of hire as a condition of employment.

Hours:

- Full time, 40 hour workweek
- Evening and weekend work as required.

Requirements:

- Spanish language skills preferred.
- Excellent verbal and written communication skills, as well as strong organizational skills.
- Public service orientation and commitment to excellent and genuine customer service.
- Demonstration of character and integrity in all situations while upholding SJCP's ethical standards.
- Practical experience and proficiency with computers, including the Internet, Microsoft Office, Google Suite, Windows Mac OS, and communication technologies.
- Knowledge of a wide variety of library materials and services.
- Physical agility and strength to bend, reach, lift, and move library materials (20-25 lbs.) and to stand for long periods of time.
- Widely read with the ability to recommend a variety of genres to our diverse community.
- Familiarity with adult literacy best practices.

Ability to:

- Plan and prioritize. Make decisions and work independently and interdependently.
- Accept and manage change. Maintain composure and overcome stress in any situation.
- Identify efficiencies and implement improvements in workflow.
- Display high standards of ethical conduct, honesty, and integrity. Lead by example.
- Understand, endorse, and communicate the St. Joseph County Public Library's policies and procedures in a courteous, friendly, and positive manner.
- Be enthusiastic, creative, flexible, energetic, value diversity, and possess a sense of humor.
- Solve problems in a professional manner with library patrons, co-workers, and Leadership.
- Form and maintain excellent working relationships. Network and partner with appropriate community organizations.
- Manage confidential information appropriately.
- Work patiently and creatively with all patrons.
- Model excellent customer service.
- Teach and instruct others on a variety of topics.
- Become proficient with current library technology.
- Take charge in emergency situations.

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Essential Job Functions

The Readers' Services Librarian provides direct help to patrons and implements readers' advisory services systemwide. Under the direct supervision of the Customer Service Manager and with an unwavering commitment to diversity, equity, and inclusion, the Readers' Services Librarian will:

1. Create and implement readers' advisory initiatives for the SJCPD system. Advise, recommend, and assemble materials, resources, and information sources for patrons and organizations. Create displays, lists, reports, promotional, and related materials to increase customer awareness and resource accessibility.
2. Provide hands-on customer service. Assist patrons with library accounts. Perform daily departmental procedures, including cash register operations. Use a variety of library technologies and softwares. Troubleshoot computers, copiers, and equipment as needed.
3. Help patrons one-on-one with a variety of in-depth projects and topics, such as completing government forms, school projects, job applications, etc. Connect patrons digitally by helping them use a variety of devices and technologies.
4. Participate in collection development activities. Keep abreast of cultural, library, and publishing trends.
5. Develop, maintain, and provide programming to the public related to readers' advisory.
6. Monitor trends in readers' advisory. Make recommendations for service changes to optimize the users' experience. Responsible for systemwide staff training and leading staff committees related to readers' advisory.
7. Actively participate in community initiatives and outreach. Take part in library initiatives, projects, and teams as well as professional organizations and conference attendance.
8. Perform other duties as assigned.