

**ANDERSON PUBLIC LIBRARY  
JOB DESCRIPTION**

**Job Title:** Public Services Librarian, Full-time (40 hours weekly)  
**Department:** Information Services, Main Library  
**Job Grade:** 324/Non-Exempt/Hourly  
**Certification Level:** LC3 or higher  
**Reports to:** Information Services Manager  
**Revised:** April 2021

**Job Summary:** Provides reference assistance and reader's advisory to library customers. Assists customers in locating materials and utilizing electronic resources and other public equipment. Plans and conducts programs for adults in the library or at community locations. Maintains a positive attitude while providing excellent customer service to library customers and community members.

**Job Education and Experience:**

1. Master of Library Science degree from an ALA-accredited school
2. Ability to obtain certification from Indiana State Library
3. Library reference work experience, public library experience preferred
4. Experience developing and conducting programming activities preferred

**Job Knowledge, Skills, and Abilities:**

1. Excellent interpersonal skills, with proven ability to serve the public with friendliness, tact, and diplomacy
2. Excellent oral and written English communication skills, including public speaking and presentation skills; Spanish-speaking skills preferred
3. Excellent planning, organizational, and problem-solving skills
4. Extensive knowledge of current print and electronic reference resources; excellent searching skills
5. Proficiency using personal computer system and email, Internet, Microsoft Office programs, Integrated Library System (ILS), and other computer applications relevant to job
6. Strong working knowledge of electronic resources, social media, and mobile devices
7. Familiarity with popular books, authors, and entertainment
8. Familiarity with current public library reference trends, practices, and technologies
9. Ability to plan and provide technology training to others in an encouraging manner while adapting instruction styles to varying needs of staff and customers
10. Ability to plan and present diverse programming of interest to adults
11. Ability to perform general reference desk and reader's advisory functions
12. Ability to establish and maintain effective working relationships with customers and staff
13. Ability to work independently and effectively prioritize work tasks without direct supervision
14. Ability to maintain confidentiality of sensitive information
15. Ability to perform clerical work and recordkeeping with accuracy
16. Availability to work a flexible schedule, including nights and weekends
17. Satisfactory criminal history background check

**Work Environment:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Essential functions, as defined under the*

*Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Requires frequent operation of computer equipment, with frequent in-person and phone contact with customers and library staff. While performing duties of this job, the employee is occasionally (less than 1/3 of work time) required to: work near equipment with moving mechanical parts, such as paper shredders and book carts; work at heights reached by a standard step ladder; be exposed to fumes and toxic and/or caustic chemicals typically present in insecticides and standard cleaning supplies; and be exposed to outdoor weather conditions if performing outreach activities. The noise level in the work environment is usually moderate.

**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. Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Specific vision requirements necessary for this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. While performing duties of this job, the employee is regularly (over 2/3 of work time) required to: sit; use hands to finger, handle, or feel; and talk or hear. The employee must frequently (1/3 to 2/3 of work time) reach with hands and arms. Occasionally (less than 1/3 of work time), the employee must: stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. While performing duties of this job, the employee must occasionally (less than 1/3 of work time) exert up to 50 pounds of force to lift or move objects.

**Equipment Used:**

1. Personal computer system with peripherals, printers, and barcode scanner
2. Laptop computer
3. Various hand-held mobile devices, including eBook readers and tablets
4. Multi-line phone system
5. Copier
6. Flatbed scanner
7. LCD projection unit
8. Weather radio
9. Two-way radio
10. Tiered rolling book carts
11. Step ladder
12. Coin-operated money collection machine

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

**Essential Job Duties:**

1. Provides reference assistance in-person, by phone, and through online chat or email and performs reader's advisory services; locates materials and other resources for customers; handles interlibrary loan requests
2. Provides assistance to customers researching local history or genealogy records; helps locate information resources for customers and gives suggestions for the research process
3. Assists customers using the Integrated Library System (ILS), computers, digital media, and other public equipment
4. Assists in assessing collections in assigned areas and making collection recommendations
5. Collaborates in planning and conducting diverse and dynamic programming for adults at library and community locations; participates in other special events and community activities
6. Creates displays to enhance the library experience and to promote use of library resources
7. Assists the interlibrary loan and/or homebound services clerk with the interlibrary loan/homebound services systems, including paperwork, shipments and deliveries, as needed
8. Promotes library programs and services during customer interactions and provides a positive image of library
9. Plans and presents technology training for staff and the public
10. Helps maintain equipment and supplies within department and Copy Center
11. Assists in keeping safe, orderly, and neat environments in public service and staff areas
12. Complies with the library's Employee Handbook, Code of Ethics, Internal Control Manual and all policies and procedures
13. Attends department meetings and collaborates on department objectives
14. Informs Information Services Manager of work and customer service problems; recognizes situations appropriate for seeking managerial or administrative assistance
15. Maintains reliable attendance; reports to work as scheduled and clocks in and out on time
16. Attends conferences, workshops and training relevant to professional development and responsibilities to earn LEU's to maintain appropriate certification
17. Will work closely with other team members and the general public to accomplish the goals of the library
18. Performs other tasks and special projects assigned by manager

**Other Duties:**

1. Helps orient and train new staff members
2. May serve on library work committees
3. May work at public service desks in other departments such as the Children's department
4. May make homebound loan deliveries
5. May act as the Person in Charge (PIC) during the absence of a manager

I certify that I have read and understand the job description for my position.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Manager Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_