



## Job Description

### Public Services Librarian

**Reports to:** Public Services Manager

**FLSA:** Non-exempt

**Has Supervisory Responsibility for:** none

**Pay grade:** 3

#### SUMMARY OF ROLE

Provide a positive and welcoming experience for customers and assist with their information needs through excellent customer service. Engage with the community and offer programs, collections and services to meet customer needs and facilitate their use of library services.

#### ESSENTIAL FUNCTIONS, RESPONSIBILITIES AND DUTIES

- Assist customers in-person, online and via phone, providing excellent service to enhance their library experience.
- Conduct reference interviews to identify and fulfill the information needs of customers through use of available resources, including referrals to other agencies where appropriate.
- Instruct and guide customers in the use of library resources, including resolving technology issues when accessing library resources.
- Maintain, monitor and develop assigned collections.
- Participate in the development, delivery and evaluation of programs, services and other activities that meet the needs of people of diverse backgrounds and interests.
- Engage with community through participation in community events, organizations, groups, and other initiatives in order to inform development of library programs, collections and services.
- Promote awareness, interest and use of the collection and services.
- Initiate, plan and conduct visits to businesses or community organizations to promote library services and resources or offer library services off-site.
- Participate in associations and development opportunities for the purpose of generating potential new services for our community.
- Act as Person-in-Charge. Interpret and enforce library policies and procedures and resolve customer concerns.
- Other responsibilities and duties as assigned.

Responsibilities include evening and weekend shifts.

#### QUALIFICATIONS

- Master of Library Science from an ALA-accredited institution or equivalent work experience.
- At least two years of work experience in a public service environment.
- Experience working in a public library preferred.
- Ability to communicate clearly and effectively.
- Commitment to continuous improvement and self-directed learning.
- Ability to exercise effective and appropriate judgment and independent decision-making.
- Ability to remain calm and resolve issues in difficult situations.

*Nothing in this job description restricts La Grange Public Library's right to supplement or otherwise modify the responsibilities and duties of this job at any time. Reasonable accommodations may be made to enable individuals with disabilities or other needs to perform the essential functions of the position.*

*Revised May 1, 2021*



## Job Description

- Problem solving skills to assist in determining priorities and finding timely solutions to customer and workplace concerns.
- Ability to adapt and respond positively to changing work situations and environments.
- Skill in operating a personal computer, PC applications, and electronic resources as used in libraries.
- Familiarity with new and emerging technologies used in libraries and ability to learn and assist others with them.
- Knowledge of current library theories, issues, practices and trends.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to interpret library policies, objectives and services to community groups, educational leaders, other organizations and the general public.
- Public speaking and presentation skills.

### PHYSICAL REQUIREMENTS

- Standard office environment
- May occasionally maneuver carts loaded up to 100 pounds
- Occasional travel to meetings and training within the La Grange service area and within Illinois

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