

Oshkosh Public Library

Position Description

Position: First Floor Public Services Librarian

Classification: Librarian

Department: First Floor Public Services

Date: July 2021

GENERAL PURPOSE

Assist first floor patrons in all aspects of their library experience in a courteous, cheerful, and efficient manner so patrons' current needs are met and to ensure they continue to take advantage of library services. Public Services Librarians may have knowledge, skills and qualifications that allow them to meet specialized information needs. Public Services Librarians may also be called upon to fulfil planning, supervisory, advisory and administrative responsibilities and other non-routine duties as assigned.

Supervisor Assistant Director, Public Services

Salary Matrix Level F

ESSENTIAL DUTIES AND RESPONSIBILITIES

| Duty / Responsibility | Performance Standards |
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| Assist Patrons | |
| <ul style="list-style-type: none"> • Identify patrons' needs and connect them with library services in a friendly, professional manner, whether by phone call or in person. | <ul style="list-style-type: none"> • Patrons leave library satisfied. • Patron complaints will be minimal. |
| <ul style="list-style-type: none"> • Manage patron accounts, including issue library cards, accept fines, assess damage to library materials and bill patrons, renew library materials, modify and update user information, verify patron identification, place restrictions on cards, settle account conflicts, explain collection agency policies. | <ul style="list-style-type: none"> • Till summary reconciles accurately with cash drawer. • Data entry is accurate (such as qualifier and home location on new library cards) • Patrons are able to use library cards without getting error messages or being blocked. |
| <ul style="list-style-type: none"> • Demonstrate to patrons how to use self-service check-out machines and access the public internet computers. | <ul style="list-style-type: none"> • Patrons will be able to successfully use self-check machines by themselves. • Patrons will be able to successfully access internet computers by themselves. |

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| <ul style="list-style-type: none"> • Provide patrons with basic technology instruction including open email and social networking accounts, create word documents, send attachments, complete online forms, print documents, download/save documents to portable storage media. | <ul style="list-style-type: none"> • Patrons accomplished the desired task. |
| <ul style="list-style-type: none"> • Demonstrate to patrons how to search the online catalog and place reservations on materials along with the library's other online and electronic resources. | <ul style="list-style-type: none"> • Patrons will be able to successfully navigate library's online resources by themselves. |
| <ul style="list-style-type: none"> • Sell bus passes, book store materials and other items to patrons both for the convenience of the patron as well as to assist partner organizations. | <ul style="list-style-type: none"> • Quantity of items sold will be reported in cash management. • Money collected corresponds correctly with amount of items sold. |
| <p>Teen Services</p> | |
| <ul style="list-style-type: none"> • Develop existing collections to ensure a depth and breadth of subjects and interests that meet the needs of a diverse community of teens and young adults. This includes shaping collections by requesting supplemental materials to round out the titles ordered by the library selector, as well as deselection of outdated and undesirable items. | <ul style="list-style-type: none"> • Teen patrons find an attractive, relevant collection of library materials. |
| <ul style="list-style-type: none"> • Offer readers' advisory services to patrons seeking teen materials. This may be accomplished in person, through printed material, the library website and other means. | <ul style="list-style-type: none"> • Patrons will receive knowledgeable guidance to help them find teen reading material. |
| <ul style="list-style-type: none"> • Plan and implement teen programs that further the library's strategic vision and goals. | <ul style="list-style-type: none"> • Attendees gain new knowledge and/or skills. |
| <ul style="list-style-type: none"> • Provide presentations and/or form partnerships with appropriate outside agencies such as schools and agencies that provide services to teens. | <ul style="list-style-type: none"> • Attendees will gain a higher awareness and understanding of the library's teen services, collections and programs. |

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| <ul style="list-style-type: none"> • Serve on library-wide Programming Team • Develop ideas for public program proposals from a wide range of sources that are aligned with community needs and library strategic goals. • Work with set program cycle deadlines to submit descriptions, supporting materials, etc. • Evaluate public programs with the goal of improving quality and attendee satisfaction. | <ul style="list-style-type: none"> • Consistently attends meetings and contributes in a constructive and collegial spirit. • Well-developed proposals are submitted according to deadlines set by Program Team leaders. • Program evaluation is completed; results reported. |
| <p>Provide a safe environment</p> | |
| <ul style="list-style-type: none"> • Assist with building security by disabling and enabling alarms, locking and unlocking doors, ensuring that the building is emptied at closing, and investigating security and building alarms. | <ul style="list-style-type: none"> • There will be a lack of calls from ADT, etc., that alarms were not properly set or security breached |
| <ul style="list-style-type: none"> • Assist with keeping entrance free of snow and ice; and bathroom stocked with toilet paper. | <ul style="list-style-type: none"> • Front entrance will be free of ice and snow; bathrooms will have supply of toilet paper. |
| <ul style="list-style-type: none"> • Assist with public health and safety by assisting with medical emergencies, accidents or injuries, assisting lost children, and following proper procedures for handling blood borne pathogens. | <ul style="list-style-type: none"> • Staff and patrons are healthy and not in need of health-related assistance. |
| <ul style="list-style-type: none"> • Enforce library policies, procedures and rules. Complete necessary reports in the case of accident, injury, theft of library property, disturbances, or inappropriate use of internet or library equipment. Contact police when necessary. | <ul style="list-style-type: none"> • Incident report was completed when appropriate. • Action performed was appropriate to incident. |

- Participate in continuing education activities to keep knowledgeable about teen services and library materials.

- Professional development goals are set in the annual performance review and progress is tracked each year.

| General Departmental and Library Operations | |
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| <ul style="list-style-type: none"> • Provide staff leadership during an accident, incident, customer confrontation or building emergency. | <ul style="list-style-type: none"> • Library employees know to whom to look for direction and leadership in a crisis. • Management involvement is sought as and when the situation exists. |
| <ul style="list-style-type: none"> • Perform other duties as assigned. | <ul style="list-style-type: none"> • Duties are completed as assigned. |

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of library policies, procedures and rules.
- Basic computer skills including data entry and word processing. Skill in the operation of software needed to perform the job includes library automated software, web content software, popular search engines, email providers and social networking sites.
- Ability to work confidently in high-pressure, fast-paced environment. Able to prioritize tasks appropriately during busy periods and make effective use of slow periods.
- Skill in communicating effectively with people from diverse backgrounds; successfully negotiate situations where patrons are upset.
- Ability to work independently with limited direct supervision; establish and maintain effective working relationships; process confidential materials with discretion.
- Knowledge of assistive equipment, devices and technology for disabled persons.
- Ability to learn new technologies.
- Knowledge of teen/young adult literature.
- Knowledge of teen development.

REQUIRED EDUCATION AND/OR EXPERIENCE

Master's degree in library science from an ALA accredited school.

TOOLS AND EQUIPMENT USED

Personal computers, printers, photocopy machine, telephone, fax machine and other related office equipment.

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 frequently required to stand for up to 8 hours; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands

and arms. The employee is required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to be able to push carts and lift boxes weighing up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is moderate. Most work is indoors with occasional work performed outside such as salting icy front sidewalk and shoveling snow.

Employee may be called upon to clean up blood borne pathogens and bodily fluids.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and background check; job related tests may be required.

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 employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

06/2016