

Hinsdale Public Library Job Description
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Position

Adult Services Librarian 1

Reports to:

Adult Services Manager

Status

Full Time Non-Exempt

Grade 6

Minimum Qualification

- MLS or MLIS from an ALA accredited graduate school
- Demonstrated ability to provide excellent customer service
- Ability to represent the Library in a professional manner
- One year of experience in a customer service or information access role
- Ability to work with the staff and public in a pleasant manner and effectively resolve service issues with minimal guidance
- Knowledge of basic computer software such as word processing and spreadsheets, operating systems, and Internet browsers
- Ability to learn and operate computer applications and programs
- Strong interpersonal skills and the ability to maintain and foster cooperative and courteous working relationship with the public, peers, supervisors and across departments
- Good oral and written communication skills; working knowledge of English grammar and spelling

Desired Skills

- Ability to discuss and recommend recreational reading, listening, and viewing material for adults
- Ability to search for and evaluate information in print and online
- Ability to provide technology instruction
- Experience creating professional-level content
- Good planning, analytical and organizational skills
- Ability to imagine, plan and implement creative projects
- Demonstrates initiative and constructive use of time

Job Responsibilities

To provide high-quality public service and to develop and evaluate services and collections as assigned.

Essential Job Functions

- Provide high quality public service
- Provide advanced reference, recreational materials recommendation, and technology assistance in person, online, and on the phone
- Select and weed materials for the Library's collection in assigned subject areas and formats in accordance with the library's Collection Development Policy on a regular and timely basis
- Instruct and guide Library patrons in the use of all Library resources and services, including presentation and promotion of Library resources and services to groups outside the Library
- Plan, implement, and evaluate creative, community-centered Library programs
- Promote interest in and use of Library collections and services (ie. displays, lists)
- Actively engage in self-directed professional development, including publishing, technology, and library trends and issues, and participation in local, state, or national associations

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- Practice innovative and patron-centered thinking about and planning for Library resources and services
- Assume responsibility for the department and the Library as needed
- May be responsible for an area of specialization such as, but not limited to, Business, Technology, Programming, Outreach, Advisory Services
- Plan for resources, services, and events that support the Library's mission and goals
- Participate in departmental and library-wide communication using email, the Internet, and the Library's internal network of shared Microsoft Office documents

Additional Duties

- Inform patrons and other staff about Library services, programs and collections
- Be attentive to the general appearance of the public areas, filling displays, straightening tables, tidying bookshelves and generally maintaining an attractive and welcoming environment
- Participate in Library outreach activities as assigned
- Serve on committees and attend continuing education events as assigned
- Assist with other duties and projects as assigned

Technology Competencies

- Employees are expected to use Library resources to develop and maintain proficiency in the areas identified as essential for their role.

Working Conditions

- May require the employee to sit or stand for prolonged periods of time
- Requires the ability to move about library to help patrons
- Requires the ability to operate a keyboard
- Requires the ability to communicate using a telephone and computer
- May require local travel for library outreach
- Work is conducted in a public setting which provides comfortable lighting, temperature and air conditioning.

Service Philosophy

The Hinsdale Public Library is committed to providing gracious, responsive, solution-oriented service from a knowledgeable, motivated and well-trained staff. Every employee plays a part in influencing our patrons' perception of the Library. We perpetuate a positive perception by behaving in a way that is professional, reliable, and friendly.

Service Principles

1. Strive to make it easy for everyone to use the Library and its resources.
2. Save everyone's time. Assist people to the best of your ability at the initial point of contact.
3. Value the person with whom you are working, give them undivided attention and clearly communicate how you are going to assist them. Follow up when appropriate.
4. Solve problems. When a problem arises, which is inevitable, work with the person to identify an acceptable outcome. The best resolutions are easy to explain and execute and demonstrate an understanding of the other person's perspective.
5. Acknowledge missed opportunities and identify how you can offer a better resolution.
6. Be a voice for the user. When rules and policies don't make sense to our patrons or coworkers, challenge the way the Library operates and seek opportunities for improvement.
7. Find opportunities to increase your knowledge about the Library and the community.