16.13 JOB TITLE: Public Services Librarian
DEPARTMENT: Public Services
REPORTS TO: Head of Public Services

POSITION SUMMARY:
This non-exempt, full-time or part-time position is responsible for providing reference service, readers’ advisory, programming, interlibrary loan services, and collection development.

Responsibilities and Duties:
• Provides friendly, courteous and accurate service to all users.
• Assists the Head of Public Services in meeting the goals and objectives of the department.
• Works effectively to provide efficient and exemplary customer service.
• Provides reference, research, readers’ advisory, programming and other assistance to users at the Information Desk.
• Participates in collection development, selection and weeding in assigned areas of the adult collection.
• Teaches, demonstrates and markets library resources and databases.
• Assists, troubleshoots and trains users in the use of the online catalog, the Internet, databases, copiers, printers, library resources and equipment.
• Develops, schedules, presents and evaluates programs for adults.
• Creates bibliographies, brochures and marketing materials to promote programs and resources.
• Assists in interlibrary loan, OCLC and photocopy requests.
• Maintains various statistics as directed by the Head of Public Services.
• May schedule and regulate meeting room use by the public.
• Attends continuing education and networking events.
• Assists in maintaining an appropriate atmosphere in the library.
• May be assigned responsibility for general operations of the department in absence of the Head of Public Services.
• May serve on internal library committees.
• Complies with all library and personnel rules and regulations.
• Performs other work as assigned.

Knowledge, Skills and Abilities:
• Knowledge of bibliographic and reference tools and resources.
• Knowledge of adult literature and readers’ advisory tools and techniques.
• Working knowledge of Microsoft Office, software and Internet applications.
• Ability to use computer, electronic, and A-V equipment.
• Ability to work independently and carry out written and oral instruction.
• Ability to work with the public in a courteous and tactful manner.
• Possesses good customer service skills.
• Communicates effectively both in writing and verbally.
South Holland Public Library
16.0 Job Descriptions

- Ability to plan and conduct programs.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of a Public Services Librarian.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

Qualifications:
- MLS from an ALA accredited program or degree expected within six (6) months of hire.
- Library experience preferred.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.