



INFORMATION SPECIALIST

Supervised By: Public Services Manager or Department Supervisor

Reports To: Assistant Public Services Coordinator or Department Supervisor

Locations: Public Services, Genealogy Services, Youth Services, Outreach Services, Catlettsburg Branch, and/or Kyova Branch

General Description:

At its basic level, the position involves answering directional and informational questions. On a broader level, the position is responsible for the interpretation of the library's collection to its users and is directly concerned with assisting users in securing information and utilizing the resources of the library to meet specific needs.

Team: May serve as Programming or Youth Services Team Member

Primary Responsibilities

- Performs core values to standards set by library (which include Teamwork, Accountability, Work Ethic, Professionalism, and Customer Service).
- Helps maintain an environment in the department or branch that provides for the enjoyable and convenient use of library resources.
- Provides informational assistance, equipment instruction, and reader's advisory to users.
- Answers or refers library policy questions as appropriate.
- Assists users in the selection, organization, and interpretation of library materials and resources.
- Ensures that users of all ages have full access to library materials and services as prescribed by the *Library Bill of Rights* and *Freedom to Read and View Statement*.
- Actively participates in committees, training, and other professional activities.
- Places requests and instructs users on how to place requests for library materials not immediately available.
- Develop and deliver programs in-house and as outreach.
- Provides basic equipment troubleshooting.
- Performing all aspects of service desk activities such as, but not limited to, checking in/out library materials, registering patrons for a borrower's account, retrieving library materials, reserving title requests, shelving materials, and emptying book drops.
- Participates in department/branch routines including, but not limited to, shelving materials, stocking supplies, answering telephone, providing instruction on library and equipment use, cleaning up as needed (such as straightening up, tidying, organizing, and light housekeeping), and all aspects of opening and closing department/branch.
- Assists at other departments when required.
- Obtains and maintains Kentucky Department for Libraries and Archives state library certification at Library Experience level.
- Performs other duties as required.

Other Duties Include

- Assisting with collection management.
- Preparing, processing, and tracking bindery items.

Other Duties Include (continued)

- Sorting mail, preparing/unpacking boxes and bins, and checking deliveries from vendors, other departments, and branches.
- Processing periodicals, magazines, and newspapers.
- Taking in and processing donations.
- Taking, processing, and tracking interlibrary loans.
- Monitoring and assisting with patron self-check stations.
- Running errands with personal vehicle.

Qualifications

- Working knowledge of accepted principles and practices of library work, including knowledge of standard reference and bibliographic resources and techniques.
- Ability to deal tactfully and effectively with staff and the public.
- Possess practical judgment and have ability to make objective decisions in order to set priorities and work independently when circumstances warrant.
- Posses a positive attitude toward patrons of all ages.
- Ability to communicate tactfully and effectively in English (Spanish, sign-language, and other languages helpful): verbally and in writing, with staff and the public, and in person, by telephone, or through electronic medium
- Ability to see and read instructions, documents, materials written in English in print or in electronic formats.
- Ability to perform light physical work and to frequently lift and carry 10 pounds.
- Possess hand/eye/foot coordination adequate to effectively use office equipment.
- Ability to work in variable environments such as areas that may have fluctuating temperatures and that can be dry, dusty, and/or musty.
- Must be able to sit for long periods throughout the work day, with intermittent periods of that require standing for up to 2 hours at a 39-inch counter, walking, bending, overhead reaching, kneeling, carrying, pushing/pulling, and performing a variety of similar body movements.
- Possess skill in operating a variety of library office equipment (such as integrated library system- ILS), various computers, fax machine, security systems, and copiers as well as familiarity with Microsoft applications) with accuracy and reasonable speed.

Experience and Training

- *Preferred:* Two years of library experience, Kentucky Department for Libraries and Archives state library certification at Library Experience level or the ability to obtain within one year.
Required: A high school diploma or GED, one year of library experience, related training, and/or education, and two full years of customer service experience.
- Knowledge of library procedures preferred.

Special Requirements

- Possess a valid driver's license and use of a personal vehicle.
- Must be able to work nights and weekends, including Saturday and Sundays.

Acknowledgment

I have read this position description and fully understand the requirements set forth therein. I hereby accept the position of Information Specialist and agree to perform the identified essential functions in a manner and in accordance with Boyd County Public Library's established procedures.

I understand that my employment is at-will, and thereby understand that my employment may be terminated either by the organization or myself, and that such termination can be made with or without notice.

Employee's Signature

Date