



**Mansfield/Richland County
Public Library**

**VACANCY POSTING
&JOB DESCRIPTION**

**Adult Reference
Desk Specialist**

Applications will be accepted until 5:00 p.m. on Thursday, March 23, 2023.

Complete an online application on our website: www.mrcpl.org/about/employment

Application forms are also available and accepted at all MRCPL locations.

This is a 20 hour per week position.

Reports to:	Adult Services Coordinator	FLSA Status:	Non-exempt
Pay Grade:	14; \$14.40/hr to start	Location:	Branch library

Positions Supervised: None

POSITION SUMMARY: Under the supervision of the Adult Services Coordinator, the Adult Reference Desk Specialist is responsible for providing and promoting library resources and services to persons of all ages, with a focus on Adult and Reference Services. The primary function of this position will be public service at the reference desk.

QUALIFICATIONS:

1. Associate's Degree is preferred with coursework in a related field; or a minimum of three years of experience working at a public service desk in a library setting.
2. Experience working in a public library setting is preferred.
3. Advanced computer skills using Microsoft Office, GSuite, internet and email
4. Ability to read, write, speak and understand English
5. Must be experienced and comfortable working alone and in a team environment
6. Must have advanced facility with a variety of social media and digital formats along with devices used by customers, like IPad, tablets, eReaders, smartphones and the like
7. Reliability and above average work attendance with ability to work flexible schedule including day, evening and weekend hours
8. Physical requirements: Engage in extended periods of sitting, standing, walking, bending, stooping, kneeling, twisting/turning and stretching to shelve materials throughout the library on shelves of varying heights from above shoulders to below knees. Engage in intermittent periods of climbing stairs, typing and viewing computer monitors, lifting and carrying equipment and materials occasionally weighing 40 – 60 pounds and pushing loaded book trucks weighing 75 - 100 pounds or more on tile or carpet. Must be able to use hands and fingers to grasp, handle and manipulate materials and operate tools and controls, including computers, phones and office equipment. Occasionally required to get on hands and knees

to look for materials that have fallen under the shelves or stand on step stool 14 ½ inches high to reach upper shelves. May need to sweep or vacuum after programs.
9. Must meet the qualifications to become a commissioned Notary Public in Ohio
10. Favorable results of pre-employment background check.
11. Reliable transportation in order to meet work requirements.
12. Valid vehicle operator's license is required, with acceptable driving record and current vehicle insurance. Travel in all weather conditions is required.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of Library policies, procedures and operations, including emergency response (acquired after hire)
2. Knowledge of safe work practices and safe lifting techniques (acquired after hire)
3. Knowledge of Dewey Decimal System and alphabetization principles (acquired after hire)
4. Knowledge of online circulation system, catalog, and resources (acquired after hire)
5. Knowledge of reference interview and readers advisory techniques with knowledge of, and the ability to utilize appropriate resources when assisting customers with selections and information (acquired after hire)
6. Knowledge and experience with general office practices, procedures and equipment
7. Ability to accurately sort, file and read numbers and letters alphabetically and numerically
8. Knowledge of adult materials and literature and current trends in library service to adults (acquired after hire).
9. Ability to simultaneously manage duties and complete work with multiple interruptions and distractions
10. Ability to speak publicly to audiences of varying size and demographics
11. Ability to actively listen and communicate clearly with diverse customer base
12. Ability to understand and follow specific instructions
13. Ability to work independently in the absence of close supervision
14. Ability to prioritize work and efficiently carry out assigned tasks and projects
15. Ability to perform tasks in areas where seating is not provided, unless reasonable accommodation is requested
16. Ability to remain mentally alert, focusing attention on detail and accuracy
17. Skill in exhibiting an attitude of professionalism, including tact, good judgment, dependability and courtesy
18. Excellent organizational skills and attention to detail and accuracy

ESSENTIAL CORE COMPETENCIES

All MRCPL employees are expected to continuously demonstrate the following:

1. Basic computer skills with demonstrable ability to use applications in Windows environment including Microsoft Office products, internet use and email
2. Ability to efficiently, effectively and positively meet the library needs of internal and external customers
3. Ability to use good judgment and common sense when making decisions, based on Library policies and procedures, to the best interest of the Library, staff and public

4. Ability to communicate effectively, both orally and in writing
5. Ability to adapt and adjust to changing situations
6. Ability to troubleshoot and correct basic technology problems
7. Awareness of community events, resources, attractions and demographics
8. Understanding of Library policies and applicable local, state and federal laws and the ability to communicate this information to staff and customers and ensure the Library's compliance
9. Knowledge of and ability to use the content of the Library's website, online catalog and Integrated Library System
10. Awareness of the attributes and library needs of particular customer groups and the ability to apply that knowledge through materials, services and programming
11. Understand and support the Library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual (Intellectual Freedom)
12. Ability to identify and prioritize work needs
13. Ability to establish and maintain effective working relationships with supervisor and other staff members and work collaboratively with others to achieve organizational goals and objectives
14. Knowledge of and compliance with the Ohio Ethics Law and the Code of Ethics and values of the Library
15. Ability to promote and support the fundamental purpose of the public library, its mission, vision, culture and structure

ESSENTIAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Consistently provide superior customer service.
2. Handle multiple interruptions at once, sustaining productivity and accuracy.
3. Exhibit professional, courteous and approachable demeanor at all times.
4. Maintain confidentiality of customer records in accordance with Library policy and Ohio law.
5. Work at the Public Service desk as assigned, and professionally and non-judgmentally provide quick and accurate answers, using appropriate reference techniques.
6. Deal tactfully and professionally with unhappy customers, resolving the customer's issues while explaining and adhering to Library policy.
7. Locate and process materials to fulfill customer requests.
8. Deal quickly and appropriately with emergency situations in accordance with library policies and procedures.
9. Conduct reference interviews, using resources and materials in a variety of formats, to provide research assistance and connect customers to the information they are seeking.
10. Conduct reader's advisory services using resources and materials in a variety of formats.
11. Directly assist and instruct customers in using library online resources upon request either in person or over the phone.
12. Assist in the use of computer reservation and print release software in accordance with library policy and procedure.

13. Within 6 months, complete the online training to become commissioned as a Notary Public in Ohio and notarize documents as requested.
14. Track and maintain statistical data as requested by the supervisor.
15. Maintain a current awareness of system wide library programs, resources, and services in order to recommend to customers as appropriate.
16. Complete specialized projects or responsibilities as assigned by supervisor, meeting the operational needs of the department.
17. Maintain regular and predictable attendance, working days, evenings and weekends to meet the needs of the department.
18. With reasonable accommodation, meet the physical requirements and perform essential tasks and responsibilities reliably within 6 months of on-the-job experience and training.

ADDITIONAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Adhere to, support and effectively implement Administration and Board policy, procedures and core values.
2. Accept payments for printing and scanning services and return correct change
3. Assist in the training of new staff and department volunteers.
4. Actively contribute to collection development efforts by providing suggestions for materials.
5. Assist with daily shelving, straightening, and shelf reading.
6. Assist with creating and maintaining displays on various themes and timely topics in or around the department.
7. Assist with maintaining the quality of all departmental materials including inspecting, cleaning, evaluating, and resolving issues with the materials.
8. Participate in the Library's outreach efforts and activities.
9. Work Sunday rotation when scheduled.
10. Perform opening and closing procedures for the Adult Reference Department.
11. Attend meetings as scheduled by the Adult Services Coordinator.
12. Communicate regularly with supervisor.
13. Clean up bodily fluids as necessary following MRCPL procedures.
14. Attend Staff Development Day, and additional workshops and seminars as assigned.
15. Perform additional tasks as required by the upward chain of command, which moves from the Adult Reference Desk Specialist to the Adult Services Coordinator to the Deputy Director to the Director.