

Job Title: Adult Services Librarian**Status: Full-time; Exempt; Salaried with Benefits****Hours: Some nights and weekends required****Position Summary:**

The Adult Services Librarian provides exemplary customer service while facilitating access to a wide range of information resources. The person in this position possesses extensive knowledge of print and online materials. They assist patrons in using GALILEO databases and must be knowledgeable about methodologies for extracting information from such sources. The Librarian collaborates with their team to create and deliver a variety of programs and classes to benefit the community. They assist patrons in the computer lab as needed. All employees within this department serve as U.S. Passport Agents. This position reports to the Head of Adult Services.

Training and Experience:

Required:

- A Master's Degree in Library Science from an ALA-accredited institution
- State of Georgia Librarian certification
- Customer service experience
- Ability to meet the requirements to become a U.S. Passport agent, as stipulated by the U.S. Department of State.

Preferred:

- Public library experience
- Bilingual ability (English-Spanish)

A combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for the position may also be considered.

Representative Duties and Responsibilities:

The following duties are normal, but not exclusive or all-inclusive, expectations for this job. Other duties of a similar nature may be required and assigned.

- Provides reference services to library patrons in person, by telephone, or online.
- Performs customer service relating to the location and use of library services, materials, computers, resources, and related systems; assists library patrons with their information and readers' advisory needs.
- Plans and implements adult programs.
- Plans and develops book displays and readers' advisory guides
- Maintains specific materials collection areas by recommending weeding and purchase of materials in assigned sections.
- Handles and executes applications for U.S. Passports.
- Provides computer assistance to patrons.
- Upholds all library policies, as stated in the Personnel Policy.
- Monitors and responds to the safety and security of library patrons, building, and grounds
- Reports situations according to outlined procedures.
- Represents the library and library interests within the community.
- Meets System expectation to participate in at least two approved off-site outreach programs each year.
- Meets System expectation to complete at least 40 hours of approved work-related training activities annually.

Knowledge, Skills, and Abilities:

Knowledge of:

- Customer service principles and skills in providing customer service to patrons of all ages, as well as to co-workers.
- General library principles and philosophy.
- Library practices and ARLS policies, procedures, and activities.
- Reference sources, both in print and online.
- PINES library catalog and GALILEO databases.
- Readers' advisory resources.
- All normal and emergency library building procedures.

Skills:

- Effective verbal and nonverbal communication, interpersonal skills, and ability to communicate successfully with patrons and staff
- Organizational skills and the ability to plan and prioritize assignments and activities.
- De-escalation techniques to handle patron interactions
- Personal computer proficiency and the ability to use, understand, and assist patrons with various computer applications.
- Proficient in Microsoft Office Suite and Google Workspace

Ability to:

- Uphold the library's core values; provide external and internal service that is welcoming, committed to excellence, respectful, and that supports the community and co-workers
- Exercise good judgment and make independent and critical decisions using established practices and procedures.
- Answer questions, explain procedures, and enforce policies as needed.
- Employ appropriate reference interview techniques to accurately determine users' information needs.
- Use, understand, and assist patrons with computer applications.
- Work with people with tact, patience, and courtesy.
- Keep up-to-date on technology trends and developments, and learn new technologies in a timely manner.
- Maintain regular, predictable, and punctual attendance.
- Prioritize assignments and activities.
- Handle physical demand requirements that are at the level of Medium Work.