

EMPLOYEE DUTIES AND RESPONSIBILITIES / POSITION DESCRIPTIONS

TITLE: Information Specialist

IMMEDIATE SUPERVISOR: DEPUTY DIRECTOR
POSITIONS SUPERVISED: NOT APPLICABLE
POSITION DESCRIPTION: The Librarian Assistant is responsible for the daily operations and tasks that provides access to library materials, information and programs

CLERK: SUPPORT STAFF

Appointment: Recommendation and employment by Director

Compensation: Based on qualifications and experience
Hourly/Part Time

Qualifications: Interest in the library, in the community and in the library's relationship and service to the community
High School diploma or equivalency
Must have good communication skills
Must be willing to work evenings and weekends
Willingness to submit to a criminal history background check by the Indiana State Police
No certification required

Required Competencies: Ability to exercise initiative and good judgment
Ability to communicate effectively with staff, patrons, and the community
Ability to interpret patron needs and translate them into appropriate library services or information
Thorough knowledge of and demonstrated competence in library automation and computer competency
Ability to implement Library policies and procedures
Knowledge of standard office procedures associated with customer service
General knowledge of the Dewey Decimal System
Computer competency; including keyboarding skills
Ability to lift up to 30 pounds
Ability to sit or stand for prolonged periods (1 hour or more)
Maintain confidentiality of library matters, patron, staff, and board

Equipment and Software:

The employee must be familiar with, or be able to learn, the following equipment and software in order to perform job functions:

Automated library system and online catalog	Internet/e-mail
Computer terminal	Calculator
Microform reader-printer	Fax machine
Telephone system	Printer/Copy
Laminator	Label maker
Online database retrieval	Microsoft Office Suite
Room Reservation Software	Google Docs/Sheets/Gmail

It is understood that the equipment and software necessary to perform specific tasks will be included in the on-the-job training provided by the library staff or workshops.

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RESPONSIBILITIES—Including but not limited to the following:

Administrative Duties:

- Do Opening and Closing Procedures
- Responsible for running reports and balancing petty cash (cash drawer)
- Prepare deposit for bank
- Understand and enforce library policies

Facility Responsibilities

- Ensure that the library atmosphere is pleasant and the facilities and services meet patron needs and are easily accessible
- Brings to the attention of the Circulation Coordinator the physical condition of the facilities, grounds and equipment when they are not properly maintained, updated, or are unsafe for use
- Inspect library daily, straighten, organize, arrange

Customer / Patron Service:

- Greet and acknowledge patrons in a pleasant and professional manner
- Answer telephone (in three rings or less)
- Determine if patron is in our library or E.I. service area
- Issue new library cards and determine patron's profile (Resident, Reciprocal, Computer, etc.)
- Edit changes in patrons' records
- Replace lost cards
- Check out library items and advise patron when they are due
- Process renewals for library items
- Collect overdue fines and fees
- Bill patrons for damaged, lost, or missing items
- Process PLAC cards
- Assist with Friends of the Library sale items
- Assist patrons with the public fax machine and the photocopy machine
- Discharge materials
- When items are being checked in, inspect for damage to items, remove papers left inside book, includes opening cases to make sure the correct disc(s) are in them
- If books are damaged and are repairable, send to bindery
- If books are damaged beyond repair, charge the damaged book to the patron's account
- If discs are scratched, send to repair
- Pull hold books from hold list, trap holds and put on our holds shelf or put them in area for consortium library patrons
- Check catalog for requested books in our library or any other consortium library and put holds for them
- If a book is not in our library or other consortium library, prepare an Interlibrary Loan request for Indiana State Library
- Update best seller book list
- Check catalog for best seller books
- Assist patrons in computer lab
- Laminate for patrons as needed

RESPONSIBILITIES CONTINUED ON NEXT PAGE

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RESPONSIBILITIES CONTINUED:

Customer / Patron Service Continued:

- Cooperate with all staff in performing any professional or non-professional duties essential to providing quality customer service and the achievement of library objectives, goals and mission
- Assist patrons with ILL and forms
- Provide assistance to patrons who need access to the Indiana Room
- Provide refunds to patrons for vending machines
- Assist with scheduling and gaining entrance into study or community rooms
- Educate patrons to use the self check
- Assist patrons with Lab PC and printing as needed
- Pick up items from carts that have been used in-house, process them as used in-house

Collection Development:

- Shelve items at the proper place after discharging
- Organize shelves
- Replace misplaced items
- Dust, clean, straighten when necessary
- Repair damaged materials
- Laminate new trade paperbacks and other non-honor books
- Be familiar with the MPL Circulation Policy

Reference:

- Assist patrons with reserving and checking out study rooms
- Be familiar with library databases and resources
- Answer directional and light reference questions
- Help patrons locate and use library materials and resources

Programming:

- Register patrons for classes and programs

Marketing / Community Relations:

- Possess a general knowledge of the community
- Be knowledgeable about upcoming library programs and be able to tell patrons about them

Professional Development:

- Attend monthly staff meetings

Perform other duties assigned/prescribed by the Director

This job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. The employee may be required to perform any other job-related instructions as requested by the supervisor subject to reasonable accommodations.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties. All job requirements listed below are representative of the knowledge, skill, and/or ability deemed necessary to perform the job proficiently.

**Mooresville Public Library is an Equal Opportunity Employer.
As ascribed by the State of Indiana, Mooresville Public Library is an At-Will Employer.**