

CITY OF IOWA CITY - Job Description

Job Class #99-91

FLSA Non Exempt
Non Civil Service

Identification

Position Title: Hourly Librarian

Job Title: Hourly Librarian – Adult Services

Department: Adult Services

Division: Library

Immediate Supervisor: Adult Services Coordinator

Job Summary

Under general direction, works at the Info Desk answering reference questions, providing reader's advisory, promoting library resources and assisting individuals with computer and technology help. Answers transactional questions related to patron accounts, the circulation of materials and general Library services. Serves in weekend rotation and irregularly on weekdays during staff absences.

Essential Job Duties and Responsibilities

Provides guidance to patrons in identification and use of nonfiction materials in a variety of formats.

Answers and **researches** routine and complex questions **using** print, electronic and other resources in person, on the telephone, by mail, email and chat.

Assists patrons in the use of the online catalog and internet.

Supervises public use of computer workstations.

Provides general information about the Library and Library resources to the public.

Troubleshoots and **supports** patrons' use of technology.

Maintains awareness of local, state, national and international current events and community resources.

Maintains awareness of new information resources and reference techniques.

Identifies and **recommends** useful internet sites for the public and for staff use.

Provides shift supervision and support to Hourly Adult Services Pages.

Serves in Info Desk weekend rotation on a regular basis and **assists** during staff absences.

Presents the Iowa City Public Library and its collections, programs and services in a positive manner and **adheres** to customer service guidelines and procedures as established by the Library.

Implements established policies and procedures regarding the safety and security of customers and fellow staff members.

Seeks support from senior staff in extreme cases or emergencies.

Conducts self in a manner which **promotes** and **supports** diversity and inclusivity in the workplace and community.

Performs other duties as assigned.

Physical and Environmental Conditions

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands to finger, handle, or feel and talk and hear. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 10 pounds. This position must have the ability to apply up to 30 pounds of force to move or push a book cart. Specific vision abilities required by this job include close vision, and ability to adjust focus.

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Minimum Education, Experience and Certification

Master's degree from an educational institution accredited by a DOE recognized accreditation body required. Must pass criminal background check.

Preferred Education, Experience and Certification

Master's degree from an ALA accredited program in library science preferred. One year of experience at a library reference desk preferred.

Knowledge, Skills, and Abilities

Knowledge of a wide variety of personal technology devices and software. Knowledge of standard reference reader's advisory tools, techniques, and resources. Knowledge of local, state, national, and international current events. Knowledge of a variety of information sources to provide relevant information to each patron. Ability to use Dewey Decimal Classification System. Skill assisting public in using library catalog, other databases and online resources. Knowledge of personal computer applications and software packages. Broad knowledge of how the internet works. Skill in the use of computers and other devices to assist patrons and access eCollections. Knowledge of community resources. Knowledge of state and federal tax forms. Skill working with the public, including assisting with customer complaints, and general customer service issues. Ability to learn and use new technologies. Ability to work in a team environment to deliver library services. Ability to consistently deliver excellent customer service. Ability to engage and serve the public in a positive manner; Ability to work in an innovative and fast-paced public service environment.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position.