

Six Mile Regional Library District
JOB DESCRIPTION

Title: Research and Instructional Librarian
Title of Immediate Supervisor: Assistant Director/Branch Manager
FLSA Status: Exempt
Date of Approval: August 2024

JOB SUMMARY

Under limited supervision, the Research and Instructional Librarian is responsible for staffing the research desk to furnish research, readers' advisory, and training/programs, and other services to library customers, alerting other librarians to trends and issues impacting the community and library district services, and recommending change and improvements in the services provided.

The person in this position must keep up-to-date on relevant programs and services that enhance the ability of the district to provide excellent customer service. The person in this position has outstanding customer service skills, strong oral and written communication, and knowledge of research methods.

JOB DUTIES AND RESPONSIBILITIES

Essential Functions:

Provides research/information service to SMRLD customers in person, on the phone, by postal mail, and via e-mail.

Analyzes patrons' requests to determine needed information, and assists in furnishing or locating that information.

Uses a variety of sources (including the use of books and other printed sources, subscription databases, the Internet) to provide information to customers in person, on the phone, by postal mail, and via e-mail information.

Plans and teaches classes on topics such as information literacy and technology use.

Locates unusual or unique information in response to specific requests.

Explains the use of library facilities, resources, equipment, and services, and provides information about library policies.

Plans and delivers customer-centered programs and services to corporate clients and delivers programs for special groups.

Responds to customer questions, comments, and concerns in a timely, professional, and constructive manner to create customer-focused solutions. Intervenes with customer complaints, taking action as necessary.

Recommends library procedures and policies.

Provides non-traditional services. Acts as a Passport Acceptance Agent, participates in the tax assistance program, and can perform processes such as IDNR Fishing and Hunting licenses, Illinois license plate renewal stickers, passport photos, etc.

Reviews and evaluates library materials in assigned subject areas using book reviews, catalogs, staff and customer recommendations, and current holdings, to select and order print, audiovisual, and electronic resources.

Assumes responsibility for expenditure of material budget in assigned areas.

Weeds library materials in assigned subject areas, on the basis of age, condition, currency of information, and other factors.

Develops pathfinders for high-interest and/or frequently asked questions in assigned subject areas.

Creates flyers, electronic posts, and develops other media to promote and publicize SMRLD services and collections.

Provides readers' advisory service by using printed materials, Web sites, and other sources.

Participates in continuing education activities by attending meetings, workshops, and conferences and reading to keep up-to-date on trends and changes affecting the profession.

Helps at the customer service desk, when necessary.

Participates in community outreach through active involvement and engagement with community groups, partnerships, organizations, boards, committees, etc.

Provides supervisor with monthly activity reports and assists with the compilation of statistics.

May perform other duties and responsibilities as assigned within the scope of the position or level of expertise.

WORK ENVIRONMENT

Work is usually performed in a normal office environment, at all district locations. Some evening and weekend work will be required, with occasional overnight travel.

POSITION QUALIFICATIONS

Education

A Master of Library Science degree from an ALA-accredited university

Experience

Minimum of two years of librarian experience at a public library after receiving the MLS degree, is preferred. Proficiency in more than one language is preferred.

Knowledge, Skills and Abilities

Effective interpersonal and communication skills

Knowledge and comprehension of accepted library services, standards, regulations, and practices

Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects

Knowledge of best practices in materials collection and weeding

Ability to use standard office software such as Google, Microsoft Office Word, Excel, PowerPoint, etc.

Ability to effectively use social media for marketing and other communication purposes

Ability to receive direction and to work effectively and efficiently with minimal support and supervision

Ability to adjust workflow, be flexible to react to immediate needs/issues

Excellent written and oral communications skills for the purposes of conveying information and instructing others while maintaining a strong customer-service focus

Ability to project a professional attitude and demeanor

Ability to analyze information and evaluate results to choose the best solution and solve problems

Ability to work in cross-functional project teams

Ability to embrace change and to work in an organization that values continuous learning

Ability to travel as required

Ability to evaluate situations and to exercise tact, courtesy, and good judgment

Physical Requirements

Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, balancing, reaching, pushing, grasping, hearing and talking

Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects

Requires clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus as well as clarity of vision at 20 or more feet. Must also be able to identify and distinguish colors

Requires manual dexterity to input data on a keyboard

Licensing

Must have a valid driver's license and current automobile insurance

Must be (or become) a certified Passport Acceptance Agent through the US Department of State

This job description is not intended to imply that the duties identified above are the only duties to be performed by the employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.