

Job Description

Job Title: Library Information Specialist Job Code: 907010 Job Family: Library
Pay Grade: JC.14.14 FLSA: Non-Exempt EEO: Administrative Support
Department/Agency: Library Position Number(s): Multiple
Recommended Position Title(s): Information Specialist

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork – Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

Essential Duties:

- Provides informational service to patrons, both in person and remotely; Develops and maintains product knowledge regarding resources for specific age readers in order to promote literacy and meet the information needs of patrons; Instructs and assists with library resources, digital literacy and information requests; Utilizes Guidelines for Enforcing Patron Code of Behavior to maintain a safe and comfortable environment; Upholds intellectual freedom.
- Provides, promotes, evaluates and supports age-appropriate programs for patrons that fulfill the strategic plan; Develops and maintains relationships with community organizations and institutions; Promotes systemwide programs, outreach and initiatives.
- Create and maintain spaces for patrons of all ages that promote creativity, critical thinking and literacy; Evaluates the collection to ensure it meets the needs of the community by collaborating with the Collections Department; Merchandises the collection and ensures it is accessible, attractive and balanced; Completes site checklist for opening and closing, stocks library service points with necessary resources, keeping the work area neat and organized.
- Works with supervisor, subject matter experts and Learning & Development to identify training, development and growth opportunities and requirements; Engages and looks for value in all coaching and learning opportunities; Acquires and applies knowledge and skills gained.
- Attends systemwide and staff meetings or obtains information if unable to attend; Provides support and coverage for coworkers and participates in committees and tracks statistics; Understands and supports systemwide strategic objectives.
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Supervisory Responsibilities:

- Yes No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.

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Minimum Job Requirements:

Associate's degree in any field of study; two (2) years of experience providing customer service in a library, educational or public service environment; and three (3) years of experience using popular software programs with ability to learn new technology.

Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.

Preferred Job Requirements:

Bachelor's degree in any relevant field of study; one (1) year of experience creating and presenting age appropriate programs or workshops.

Education/Experience Substitutions:

Yes No Experience may be substituted for degree.

Yes No Education may be substituted for experience.

Physical, Environmental, and Special Working Conditions:

Lifting weight: up to 40 lbs.

Excessive standing and/or walking 25% of the time.

Shift Work: mornings, afternoons, evenings and weekends.

All County employees may be called upon to assist other departments/agencies in a declared emergency situation.