

## **Thomas Crane Public Library**

### **Librarian I - Intern**

#### **General Statement of Duties**

The Librarian I Intern is working toward or has completed requirements for an M.L.S. and provides direct services to library users of all ages, including borrower, reader's advisory, and information services, and technology assistance.

#### **Supervision Received**

Works under the supervision of the Reference Coordinator and/or Children's Coordinator.

#### **Principal Duties**

- Assists users of all ages in the selection of library materials and the use of library discovery tools, and directly provides information services and technology assistance as needed, in person at public service desks, by phone and online, while ensuring that each library user receives the highest possible standard of service
- Performs all aspects of circulation services including registering library users; charging, discharging and renewing library materials; placing and filling user holds; collecting fees and fines; explaining policies and procedures; processing reports and notices, etc.
- Assists with responsibilities related to technology functions and equipment, including assisting library users with computers and printers, maintaining and troubleshooting hardware and software problems, and operating time management software
- Resolves library users' problems and conflicts; Assists with overseeing of visitors and their use of the library and its resources, maintaining an appropriate atmosphere
- May assist with the promotion of library resources and services, and with programming and outreach activities
- Keeps informed of library policies and procedures and attends in-service trainings
- Provides service at all library locations with schedule to include regular evenings and weekends
- Performs related duties as assigned

#### **Qualifications**

##### *Education*

Bachelor's degree and enrollment in an ALA-accredited M.L.S. program required.

##### *Public Services*

- Public service experience working with adults, teens and children preferred
- Must have completed an MLS-level course on information resources and services
- Knowledge of books, authors and reading genres is highly desirable
- Must possess a positive customer service attitude and the ability to be friendly, courteous and tactful with the public

##### *Technology*

- Must have current working knowledge of common office computing technology
- Must have an aptitude for technology and the ability to assist customers of all ages and skill

levels in the use of library technology

#### *Communication and Interpersonal Skills*

- Must be able to communicate clearly, diplomatically, and in a friendly and positive manner with staff and library users from diverse ethnic, socioeconomic and cultural backgrounds, and listen to, understand and interpret the concerns of others
- Must be able to establish and maintain effective working relationships with all levels of library staff and work collaboratively in a team environment to find solutions to problems
- Must be able to communicate effectively in English, both orally and in writing, and be easily understood on voice telephone; fluency in more than one language an asset

#### *Other*

- Must be able to handle multiple competing priorities and tasks in a fast-paced and rapidly changing environment
- Must be able to accurately carry out complex procedures with close attention to detail

#### *Physical Demands & Work Environment*

##### Physical Demands

While performing the duties of this job, the employee is frequently required to:

- Sit or stand for extended periods of time, to bend, stoop, and walk, and to talk and hear
- Use hands to finger, handle, or feel objects, tools, or controls; and to reach with hands and arms
- Lift and carry books and other library materials up to 25 pounds, push loaded book trucks up to 150 pounds, and operate a variety of machinery and equipment, including office equipment such as computers, scanners, copiers, facsimile machines, CD/DVD players and related equipment.
- Vision requirements include close vision, distance vision, depth perception and the ability to adjust focus

##### Work Environment

While performing the duties of this job, the employee will encounter hectic or demanding situations, including behavioral issues and frequent interruptions, with maximum flexibility required. The job involves working a varied schedule, including evenings and weekends, and assignment at a variety of library service points and branch library locations. Employees must be willing and able to travel between branch locations and to attend meetings and events outside the library.

February 2023