



MANISTEE COUNTY LIBRARY
95 MAPLE STREET, MANISTEE MI 49660
P: (231) 723-2519 F: (231) 723-7280
WWW.MANISTEELIBRARY.ORG

Job Description

TITLE: Information Services Specialist
DEPARTMENT: Library
REPORTS TO: Assistant Director
PAY GRADE: 4

Summary

Under the supervision of the Assistant Director performs a wide variety of technical and clerical duties designed to adequately meet the needs of Manistee County Library's patrons. Performs essential cataloging, interlibrary loan, and library support duties. Fully maintains all cataloging, processing, and ILL operations and supports patrons in using the Library's technology and securing desired resources.

Required Knowledge, Skills and Abilities

Requirements include the following:

- Associate's Degree, preferably in library studies, and two years of experience in a public library.
- The Library, at its discretion, may consider an alternative combination of formal education and work experience.
- Michigan Vehicle Operator's License.
- Knowledge of library terminology, practices, services, and automated systems.
- Knowledge of library collection development, classification and cataloging techniques.
- Knowledge of how information is organized and the fastest, most efficient method of information retrieval.
- Knowledge of library collection, classification, and selection practices.
- Knowledge of the interests, needs and expectations of patrons regarding library services.
- Skill in the development and presentation of library programs and services.
- Skill in generating operational reports, compiling and maintaining records and presenting information.
- Ability to instruct patrons on proper use of library equipment.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, professional contacts, co-workers, the Library Board and the public.
- Ability to communicate professionally and effectively orally and in writing.

- Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master software utilized in library operations, and the ability to learn new technologies.
- Ability to work weekends and evening hours.

Essential Duties and Responsibilities

This list may not be inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted, or modified at any time.

1. Serves the public by searching and verifying bibliographic and item records for vendor supplied cataloging, enabling books to be located on the shelves, and appropriately labeling items for circulation, in order to provide the best possible service for patrons of all ages.
2. Fully catalogs and processes library materials.
3. Works with various circulation software systems to perform duties such as creating and editing MARC records, while ensuring accurate processing for all library materials.
4. Performs a variety of clerical tasks as directed by the Assistant Director. Tasks may include generating basic library reports, monthly cataloging statistics, vendor account reports and other reporting.
5. Works with the library system network. Performs duties such as ensuring materials are labeled properly, troubleshoots records, answers questions for libraries, and fills requests for holding changes.
6. Monitors and orders cataloging supplies (e.g., cataloging forms, CD cases, book pockets, book tapes, and labels).
7. Serves the public by working with interlibrary loan software (MelCat). Performs basic duties such as verifying ILL items, referring ILL requests, replying to ILL requests, maintaining custom holdings, answering questions and providing technical support to staff, in order to provide the best possible service for patrons of all ages.
8. Adds to the overall success and efficiency of the Library by organizing and maintaining E-mail folders of ILL requests, replying to requests, printing ILL requests, replying to status checks, etc.
9. Performs such duties such as finding ILL item status and location; checking out ILL items, placing holds, filling send lists, routing items, renewing items, etc. Fills OCLC requests.
10. Generates basic library reports, compiles interlibrary loan statistics and develops and maintains spreadsheets.
11. Works with system and statewide delivery. Performs duties such as ensuring materials are

labeled properly, troubleshooting delivery problems, answering questions for libraries, filling requests, etc.

12. Refers bills for long overdue notices to Library administrative staff to invoice borrowing libraries.
13. Performs repairs to books and other materials such as applying new book hinges, replacing jacket covers, and repairing ripped pages and ripped/worn covers.
14. Assists patrons with photocopiers, printers and computers. Teaches patrons how to use the internet, including the use of e-mail and search techniques. Assists users in gaining access to computer programs and resources. Assists patrons in locating newspapers stored on microfilm.
15. Promotes library programs, outreach efforts, and events verbally and by disseminating written information to patrons at desk. Provides support at Library events and actively facilitates programming for all ages.
16. Adds to the overall success and efficiency of the library by organizing and maintaining the stacks including but not limited to: shelving, shifting, rotating, weeding, and alphabetizing library material as directed. Monitors the appearance of the public areas during assigned shifts.
17. Organizes proctors exams for individuals needing this service.
18. May work circulation desk or any branch location as needed. Provides library system support including checking-out and checking-in library materials, collecting fines, issuing library cards, etc. as well as handling cash register transactions and performing library opening and closing tasks. Answers library users' questions and handles everyday problems involving interpretation of the Library's procedures.
19. Keeps abreast of professional developments, new administrative techniques, and current issues through continued education and professional growth. Attends conferences, workshops and seminars as appropriate
20. Performs other duties as required.

Physical Requirements

This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel

and reach with hands and arms and access and retrieve books, periodicals and other materials that vary in weight, size and shape and may be located at heights ranging from floor level to over six feet. The employee must lift or push/pull objects of up to 25 lbs. without assistance. Accommodation will be made, as needed, for library employees required to lift or move objects that exceed this weight.

Working Environment

While performing the duties of this job, the employee regularly works in a public library setting. The noise level in the work environment is usually quiet to moderate.