

Flathead County is an equal opportunity employer. Flathead County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title:	Library Advisor	Job Code:	06050
Department:	Library	Pay Grade:	Stnd 17
Reports to:	Professional Librarian	FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

Department Overview: A department of Flathead County, ImagineIF Libraries is a countywide Library system with locations in Kalispell, Columbia Falls, Bigfork and Marion. ImagineIF is a participatory library that designs hands-on learning experiences for people of all ages. With a focus on outreach and community connection, ImagineIF delivers many services outside of the library buildings.

Job Summary: Performs general paraprofessional duties providing library services, program implementation, training and direction to the public. Works with customers, members of the community and staff to explore, connect and create with conventional and non-traditional library methods and resources. Library advisors will periodically work at different locations and outside the building.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Assists customers in person, on the phone and via email using print and electronic resources.
- Informs and assists customers with hands-on exploratory activities.
- Assists in the planning and implementation of library programs and activities both inside and outside the building.
- Assists customers in using computers and other technologies.
- Responds to routine reference and information queries from the public and staff.
- Provides technical assistance in the acquisition, receipt and processing of library materials for public use.
- Using the automated library system, circulates materials, processes holds, runs reports, trouble-shoots problems, etc.
- Resolves complex circulation issues by troubleshooting customer accounts.
- Oversees the work of volunteers.
- Assists with the upkeep of the library including shelf reading, shelving of materials, tidiness and general cleanliness.
- Attends monthly all-staff meetings and annual all-staff retreat.

- Achieves Montana State Library certification.
- Accepts and adheres to ImagineIF Libraries' strategic plan, core values, policies and procedures.
- Performs related duties as required or directed.

Non-Essential Functions:

Incumbents may be requested to perform functions relevant to the position but not listed above.

Physical Demands and Working Conditions:

The work requires physical exertion such as bending, walking and lifting boxes (up to 40 lbs.). The employee may be required to provide outreach in a variety of settings, which may require climbing of stairs and driving a motor vehicle for transportation. Evening and weekend shifts are required.

Supervision Exercised: The primary function of this job is not in a supervisory capacity, although the incumbent may be required to supervise one or two employees in the same job classification.

Knowledge, Skills, and Abilities:

- Knowledge of basic functions of the library in the community.
- Skills in communicating effectively in writing and verbally.
- Skills in collaborating successfully in a team-based environment.
- Skills in building successful relationships with supervisor, staff, co-workers, community members and library customers.
- Skills working positively with a diverse public.
- Skills in computer technologies including MS Office Suite, Internet searching, integrated library systems and social media.
- Skills in mathematical accuracy, counting money and making change.
- Ability to enthusiastically advise customers on digital services and devices.
- Ability to learn standard public library theory and principles, including methods of excellent customer service, intellectual freedom and equitable and open access to information.
- Ability to take a teamwork approach by cooperating with others, offering to help others when needed, and considering larger organization or team goals.
- Ability to think creatively and problem-solve.
- Ability to work both independently and collaboratively.
- Ability to obtain and maintain a valid Montana driver's license with a safe driving record and operate a motor vehicle under all weather conditions.
- Ability to work evenings and Saturdays.
- Ability to use tact, good reasoning abilities and sound judgement.
- Ability to communicate effectively, respectfully, patiently and courteously with coworkers, customers, and other community members.
- Ability to remain flexible and positive in an environment of constant change.
- Ability to have a positive, calm approach and a sense of fun.

Education and Experience:

Requires a bachelor's degree and one year's experience in a library or other customer service setting with considerable public contact, or any combination of education, experience and training which indicates possession of the knowledge, skills and abilities listed above.

<u>Action</u>	<u>Date</u>	<u>Reference</u>
Adopted	4/27/10	Commissioners' Minutes
Revised	3/8/12	Commissioners' Minutes
Revised	1/9/14	Commissioners' Minutes
Revised	7/1/14	HR Salary Recommendation Transmittal Signed 5/28/2014
Revised	4/11/17	Commissioners' Minutes
Adopted	06/19/2017	Position Grade Changes Effective 7/1/2017 (FY18)