

BUSINESS SERVICES SPECIALIST

DEPARTMENT: Community Engagement

DATE: October 2018

REPORTS TO: Head of Community Engagement

CLASSIFICATION: Non-Exempt

PAY GRADE: 11

Objective:

Foster relationships with the local business community, job seekers, and entrepreneurs, and provide patrons with assistance in accessing a broad range of informational and recreational resources and services. Develop and present Library programs and training opportunities which fully support the mission of the Library and meet the needs and interests of its users.

Essential Duties:

1. Research and recommend business programs, classes, and workshops related to solving specific owner and/or management issues.
2. Develop and teach classes on job searching, business databases, and other business-related courses.
3. Attend meetings with local Chamber of Commerce, village departments, municipal authorities, business decision-makers, and nonprofit organizations.
4. Participate in outreach events to enhance the Library's relationship with and services to the business community.
5. Highlight Library services and call upon local businesses and organizations to explain what the Library can deliver.
6. Partner with businesses, organizations, and/or local community college extensions/business divisions to attract interest in shared community events.

Other Duties:

1. Conduct reference interviews with patrons to answer reference and reader's advisory questions and to locate materials.
2. Instruct and assist patrons in the use of library technology and personal devices used to access digital content.
3. Maintain awareness of publishing trends, popular culture, and current events.
4. Create and prepare displays.
5. Plan and implement adult programming as assigned.
6. Pursue professional growth and career development through active participation in professional organizations and continuing education.
7. Implement PBIS.

8. Serve as PIC as assigned.

Knowledge, Skills, and Abilities:

1. Knowledge of reference tools and readers' advisory tools and techniques in both electronic and print format.
2. Knowledge of adult literature.
3. Knowledge of reference interview techniques.
4. Knowledge of library computer processes, systems, and a variety of audiovisual equipment.
5. Ability to work and communicate effectively with public and staff.
6. Ability to speak in public and represent the library effectively in the community.
7. Ability to set priorities, make independent decisions, and exercise discretion with patrons and staff.
8. Ability to follow through tasks to completion.
9. Ability to maintain composure in difficult situations.
10. Ability to use computer keyboard, telephone, and other office equipment.
11. Ability to reach, bend, and lift to shelve and retrieve library material.
12. Bilingualism (English/Spanish) preferred.

Minimum Qualifications:

Education: MLS from an ALA-accredited institution preferred.

Enrollment in an ALA-accredited library science graduate program may be considered in lieu of degree requirement.

Evening and weekend work required.

Access to transportation required.

The Addison Public Library is committed to providing excellent service to its community. Staff members are expected to interact with patrons and staff with courtesy and respect.

Subject to change without prior notification.

Every effort has been made to ensure the accuracy and thoroughness of this job description. However, some circumstances are difficult to predict. As a result, employees may be asked to perform other related functions in support of the library mission or its needs.