RESPONSIBILITY

- Positions Howard County Library System (HCLS) as a major component of public education for all ages
- Effectively lives the Seven Pillars of HCLS' strategic plan (Authentic Values, Strategic Vocabulary, Everyone a Leader, Winning Teamwork, Community Partnerships, The Power of Us, and Fiercely Loyal Customers) motivating others to do so as well
- Fully embraces HCLS' educational mission, effectively communicating our curriculum, which comprises Three Pillars (Self-Directed Education, Research Assistance & Instruction, Instructive & Enlightening Experiences)

ESSENTIAL FUNCTIONS

- Regularly develops, prepares and teaches classes for children (infants through 5th grade students), including classes related to the Enchanted Garden (science, health, nutrition, and environmental education), and STEM education
- Visits schools to teach A+ Partners in Education classes, including book promotions, and provide instruction resources for preschool, elementary and middle school students and staff
- Teaches/facilitates classes, seminars and events for adults related to children’s education
- Delivers research assistance to the public
- Hosts HCLS branch tours
- A+ Partnership Liaison as assigned
- Participates in special events in the community as assigned
- Works at any HCLS Customer Service or Research Desk
- Regularly participates in collection maintenance and shelf-reading assignments
- Includes duties related to events that fall outside HCLS operating hours
- Serves as passport acceptance agent as assigned
- Assists with closing and building security as assigned
- Performs other duties as assigned
- Participates in professional training and development
- Requires vigorous activity, including standing, jumping, stretching, singing, and sitting on the floor
- Maintains regular and predictable attendance
- Adheres to all policies and procedures

EDUCATION, EXPERIENCE AND SKILLS

- Four-year college degree
- People skills – ability to work effectively with others and enjoy it
- Exemplifies extraordinary customer service skills
- Demonstrated ability to develop and maintain effective, collaborative working relationships
- Demonstrated ability to engage children with an enthusiastic, friendly and approachable demeanor
- Demonstrated passion for working with the public, especially children
- Teaching talents
- Excellent organizational and planning skills
- Demonstrated ability to handle multiple projects and meet deadlines
- Demonstrated ability to analyze and solve problems
- Excellent communication skills, both written and oral
- Knowledge of the community and current events
- Tech savvy – ability to use programs/processes such as the Internet, specialized online research tools, office applications, as well as other library related programs
- Current valid driver’s license
RESPONSIBILITY

- Positions Howard County Library System (HCLS) as a major component of public education for all ages
- Effectively lives the Seven Pillars of HCLS' strategic plan (Authentic Values, Strategic Vocabulary, Everyone a Leader, Winning Teamwork, Community Partnerships, The Power of Us, and Fiercely Loyal Customers) motivating others to do so as well
- Fully embraces HCLS’ educational mission, effectively communicating our curriculum, which comprises Three Pillars (Self-Directed Education, Research Assistance & Instruction, Instructive & Enlightening Experiences)

ESSENTIAL FUNCTIONS

- Regularly develops, prepares, and teaches classes for high school students and adults, including classes related to the Enchanted Garden (science, health, nutrition, and environmental education), and STEM education
- Delivers research assistance to the public
- Visits schools to teach A+ Partners in Education classes, including book promotions, and provide instruction resources for high school and college students and staff
- Regularly participates in collection maintenance and shelf-reading assignments
- Works at any HCLS Customer Service or Research Desk
- Serves as passport acceptance agent as assigned
- Hosts HCLS branch tours
- Serves as A+ Partnership Liaison as assigned
- Participates in special events in the community as assigned
- Serves as Enchanted Garden facilitator as assigned
- Includes duties related to events that fall outside HCLS operating hours
- Performs other duties and projects, as assigned
- Assists with building opening, closing, and security as assigned
- Participates in professional training and development
- Maintains regular and predictable attendance
- Adheres to all policies and procedures

EDUCATION, EXPERIENCE AND SKILLS

- Four-year college degree
- People skills – ability to work effectively with others and enjoy it
- Exemplifies extraordinary customer service skills
- Demonstrated ability to be positive, adaptable, and forward thinking
- Demonstrated ability to use sound judgment and exercise diplomacy
- Demonstrated ability to develop and maintain effective, collaborative working relationships
- Demonstrated passion for working with the public
- Demonstrated ability to handle multiple projects and meet deadlines
- Teaching talents
- Demonstrated ability to analyze and solve problems, to develop new processes and procedures in response to changing customer expectations and system-wide goals
- Excellent communication skills, both written and oral
- Knowledge of the community and current events
- Tech savvy – ability to use programs/processes such as the Internet, electronic databases, office applications, as well as other library related programs
- Current valid driver’s license
RESPONSIBILITY

- Positions Howard County Library System (HCLS) as a major component of public education for all ages
- Effectively lives the Seven Pillars of HCLS' strategic plan (Authentic Values, Strategic Vocabulary, Everyone a Leader, Winning Teamwork, Community Partnerships, The Power of Us, and Fiercely Loyal Customers) motivating others to do so as well
- Fully embraces HCLS' educational mission, effectively communicating our curriculum, which comprises Three Pillars (Self-Directed Education, Research Assistance & Instruction, Instructive & Enlightening Experiences)

EDUCATION, EXPERIENCE AND SKILLS

- High School diploma or equivalency certificate
- People skills – ability to work effectively with others and enjoy it
- Exemplifies extraordinary customer service skills
- Demonstrated passion for working with the public
- Ability to read, write, speak, and understand English effectively
- Ability to understand and retain detailed instructions
- Accurate keyboard skills
- Tech savvy – ability to use programs/processes such as the Internet, office applications, as well as other library related programs
- Ability to use a cash register
- Current valid driver’s license

ESSENTIAL FUNCTIONS

- Registers customer information into database and issues borrower cards
- Checks materials in and out
- Resolves customer issues, and reconciles records as required
- Provides service to the public by answering customers’ borrowing and directional inquiries in person and by telephone
- Collects, handles and tabulates money
- Sorts and returns materials to designated locations within the system
- Participates in collection maintenance and shelf-reading as assigned
- Participates in opening and assists with closing of building as assigned
- Responsible for assigned projects within the Customer Service Department
- Includes duties related to events that fall outside HCLS operating hours
- Attends staff meetings and training sessions
- Performs other duties and projects, as assigned
- Maintains regular and predictable attendance
- Adheres to all policies and procedures
Interview Questions (Samples)

Children’s Instructor & Research Specialist

- Tell us what you know about [your library here]’s classes and events for children.
- Teaching extraordinary classes for infants through fifth grade is a key responsibility for this position. Describe your skills in developing this curriculum, and in developing and teaching the classes.
- What is your favorite book that is appropriate for a child 2-5 years of age? Please give us the title, the author, a synopsis of the book. How might you use it to advance early childhood education skills?
- Providing exceptional research assistance is another major responsibility for this role. How would you assist a child with a homework question when the parent and child are together, and the parent is doing all of the talking?
- What do you do when a child or adult is disruptive during a children’s class?
- You now have the opportunity to teach the beginning of the children’s class that you have prepared.

Instructor & Research Specialist

- What do you believe sets HCLS apart from other systems with regard to our classes for adults?
- Tell us what you know about [your library here]’s classes and events.
- What is your process for providing extraordinary customer service when customers are unable to clearly communicate their research needs?
- How tech savvy are you on a scale from 1 to 10? What is your experience with electronic resources, such as specialized online research tools, smart phone apps, and social networking sites?
- How do you see the role of Instructor evolving over the next 5-10 years?
- (Candidate presentation) You now have an opportunity to present the five-minute Author Event introduction you have prepared.

Customer Service Specialist

- Our goal is to gain a fiercely loyal customer with each customer interaction. What is something specific that you would do in your job to help achieve this goal?
- One of our hallmarks is the extraordinary customer service that we provide. Tell us about one specific customer for whom you delivered extraordinary customer service.
- Tell us what you absolutely love about working with the public and providing face-to-face customer service. Then tell us what drives you crazy. How do you work through these situations?