



Position: Reference Specialist

Job Description

Neva Lomason Memorial Library, a member of West Georgia Regional Library System (WGRLS), seeks a reliable and customer service-oriented individual who is passionate about reading and literacy and creating adult library programs in their community for the position of Reference Specialist at Neva Lomason Memorial Library in Carrollton, Georgia.

Job Duties

- Develop and coordinate a wide variety of programming for adult patrons. E.g., teaching computer classes, craft classes, and hosting book discussions.
- Collaborate with the Library Manager to create procedures and best practices for providing exceptional customer service.
- Create programs and training sessions for patrons and staff advancing our community's technical skills.
- Collaborate with the Technology Specialist to help navigate the needs of patrons.
- Provide accurate, friendly, and efficient customer service.
- Provide patron assistance at the information desk.
- Occasionally assist with programs and program development.
- Collaborate with those willing to provide computer classes to patrons.
- Offer book and movie recommendations to patrons.
- Provide scheduled library tours.
- Answer and assist patrons with computer-related questions.
- Perform general circulation duties as needed.
- Other duties as assigned.

Qualifications

- Knowledge of contemporary library trends.
- Familiarity with social media platforms, Google Suite, and Microsoft Office.
- Familiarity with online tools such as Canva.com and MailChimp.com preferred.

Requirements

- High School Diploma or equivalent.
- Good typing/filing skills and basic computer skills.
- Problem Solving skills are a must.
- Effective communication skills and ability to work as a member of a team.
- Must be able to bend, stoop, reach, lift and carry 35 pounds, and push loaded book carts without assistance.
- Employment is contingent upon passing a background check.

Salary and Benefits

This is a 40 hour per week position at \$12.00 per hour. Some evening and weekend hours required. Medical insurance is available through the State Health Benefit Plan and flex benefits available through Georgia Breeze. Position is enrolled in the Teachers Retirement System of Georgia and is eligible for annual vacation and sick leave.

To Apply

Interested candidates should submit a cover letter, résumé, and at least three professional references to jobs@wgrls.org. Position is open until filled.