

LIBRARIAN – COMMUNITY RESOURCES

Penrose Library

40 hours per week, exempt | Position #222131204

Open to all qualified current staff and external applicants.

Date Posted: May 22, 2025

Location: 20 N Cascade Ave., Colorado Springs, CO 80903

Starting Wage: \$25.48 per hour - \$31.19 per hour + full benefits
(for benefits information, please see ppld.org/careers/benefits)

Position Hours: 40 hours per week per the following schedule:

Schedule Option 1:

Monday & Tuesday: 10 a.m. – 7 p.m.
Wednesday & Thursday: 8 a.m. – 5 p.m.
Alternating Friday / Saturday: 8 a.m. – 5 p.m.

Note: Regular schedule may be subject to minor changes due to required meetings, training events, etc. Also, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

Application Procedure:

1. Complete a PPLD online application located at ppld.org/Jobs at the Application Tab. If It is an internal only job posting, please log In to ESS to fill the application.
2. Attachments should be submitted online in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. Requires resume and cover letter. Applications will not be considered without a resume and cover letter.
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531 - 6333, ext. 6380 or send an email to sgollapalli@ppld.org

Closing Date: This position is open until June 10, 2025, at 9:59 p.m. MDT.

EOE: As an Equal Opportunity Employer, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender expression, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

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Position Summary

Operates in a diverse environment to help fulfill the Library's mission by providing professional, patron-focused public service, connecting patrons to appropriate community organizations and serve as a resource for library staff.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Provides a wide variety of public services for patrons as they visit the library, call on the telephone, or communicate in a virtual environment by connecting patrons with community organizations and resources.
- Provides excellent customer service and maintains a courteous, positive image of the Library; maintains confidentiality in all patron and staff interactions; models exemplary patron service behaviors for library staff.
- Provides assistance and information about library services, collections, and procedures; assists patrons with complex searches for materials or online information, technology support, and community resources.
- Provides specialized research assistance regarding community and resources and training for staff throughout the district. Coordinates training for staff to enhance understanding of mental health, substance abuse, housing issues, or other topics.
- Works on public service desks and performs community outreach activities.
- Provides individual readers' advisory assistance, providing materials in requested formats that engage, enrich and inform. Provides expertise regarding community resources
- Develops and implements programs as assigned; promotes programs through established community contacts and internal departments.
- Assists the Branch Manager in scheduling, conducting meetings, programming selection and coordination with the other departments.
- Develops and maintains online information for community resources using LibGuides (Community Resources; Helping Hands). <https://ppld.org/community-resources>
- Promotes library services through tours, demonstrations, talks, and displays; may teach classes on technology, or other community resources topics to patrons.
- May act as person-in-charge as assigned; assumes responsibility for safe and effective operation of the library; ensures that incident and insurance reports are completed accurately and submitted as required.
- Provides oversight to District-wide events and services with manager direction.
- Compiles data or research for service or library reports as assigned.
- Acts as a special resource provider for community resources.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- May serve as a team lead at a library.
- May provide leadership to staff related to assigned audience group and/or service area.
- May serve as mentor or leader to District staff.
- Provides support for specialized projects, services, programs, and activities related to strategic goals and objectives; serves on project teams or committees.

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- May lead or coordinate regional or district events or projects.
- Keeps informed about library and department information.
- Attends regular department meetings and scheduled All-staff meetings.
- Performs other job-related duties as assigned.

Required Knowledge, Skills, and Abilities

The employee is expected to perform or possess the following:

- Knowledge of the Pikes Peak Library District's policies and procedures and ability to implement them.
- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision to the public.
- Demonstrates knowledge of library trends, processes, and best practices.
- Demonstrates flexibility to actively support change in order to meet strategic goals and objectives.
- Ability to maintain effective, productive relationships with patrons; calmly and effectively assist patrons in difficult or stressful situations.
- Demonstrates excellent verbal and written communication skills; builds and maintains effective relationships with patrons, coworkers, and with staff at all levels.
- Demonstrates commitment to principles of intellectual freedom and all aspects of patron diversity.
- Ability to work independently and effectively organize daily work under general supervision.
- Ability to effectively train others.
- Ability to work as part of a team, demonstrating an excellent patron service attitude.
- Demonstrates ability to effectively use applications software, including Microsoft Soft 365, SharePoint, Word, Excel, and Outlook, along with standard office equipment and specialized library software and equipment contained in makerspaces.
- Demonstrates ability to exhibit professional judgment and demeanor in public interactions; thinks and acts appropriately under pressure.
- Demonstrates ability to work effectively as a team member, organize daily work and meet deadlines in a fast-paced, detail-rich environment.
- Has regular on-time attendance.
- Exercise professionalism and good judgement in interpersonal interactions.

Education and Experience:

1. Requires an MLS or MLIS degree.
2. Experience or courses in social work, psychology, sociology, or related field is preferred.
3. Requires a minimum of one year of library experience or other public service experience (library experience preferred).
4. Bilingual ability is a plus in serving a diverse community.

Physical and Environmental Conditions:

Work is primarily conducted in an office setting that provides comfortable lighting, temperature, and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods. Position requires the ability to stand for extended periods of time.

Position requires the ability to occasionally reach, bend, climb, twist and squat. Position requires the ability to lift up to 35 pounds. Position requires the ability to push a loaded book truck.

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Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.

Conditions of Employment:

All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-Verify.
 - are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-Verify), education, former employment, and criminal history.
 - may be uniformly tested for job-related skills and required physical abilities.
 - may be required to undergo a physical examination after a job offer is extended in order to ensure that the job's physical requirements are met.
 - must understand and comply with PPLD's drug-free workplace policy.
 - understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice in accordance with Colorado Law.
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