



BALTIMORE COUNTY PUBLIC LIBRARY

320 York Road
Towson, Maryland 21204
410-887-6177

VACANCY ANNOUNCEMENT

- POSITION:** Maryland AskUsNow! Operations Assistant
- SALARY:** \$23.07-This position is funded through an LSTA grant from the Division of Library Development and Services, Maryland State Department of Education and expires August 31, 2009. The grant may be renewed.
- WORK SCHEDULE:** 20 hours per week
- LOCATION:** Information Services Department, Administrative Offices
- NATURE OF WORK:** Maryland AskUsNow! is a 24/7 live online interactive service for the residents and students of the state of Maryland that uses the expertise of trained librarians to provide answers to questions, research guidance, and help navigating the Internet. Maryland AskUsNow! is a project of the Division of Library Development and Services, Maryland State Department of Education, funded through a grant from the Institute of Museum and Library Services. The Operations Assistant will assist the Statewide Coordinator in managing the day to day operations of Maryland AskUsNow!. Must be deadline driven, able to work independently, unafraid of asking questions and have a passion for both internal and external customer service of diverse backgrounds. Ability to contribute to the continued success of a statewide project. Helps provide technical assistance and troubleshooting for staff in use of the AskUsNow!/QuestionPoint virtual reference software. Contributes to the preparation and facilitation of statewide meetings and staff training. Assists in reviewing transcripts and responses provided by AskUsNow! staff to maintain service quality. Makes changes to the standard service schedule to best accommodate customer usage and the needs of partner libraries. Facilitates substitutions for the standard service schedule. Acts as webmaster of the webmaster@askusnow.info email account and manages the MDASKUSNOW email listserv. Creates content for and helps maintain the AskUsNow! staff and public web presence including but not limited to the AskUsNow! websites, Facebook, MySpace, Twitter, and Flickr. Assists in developing and distributing statewide marketing materials. Provides reference and materials' advisory service to Maryland AskUsNow! customers through electronic and traditional means. Develops and applies skills in the use of technology to improve personal efficiency, cooperative service efficiency and customer service. Maintains professional growth and development through seminars, workshops, professional affiliations and other means to keep abreast of current and emerging trends.
- MINIMUM QUALIFICATIONS:** MLS from an ALA accredited school or Bachelors degree and Library Associate Training. Current MLS students who expect to complete degree requirements within six months will be considered. Significant relevant career experience may be substituted for educational requirements.
- ESSENTIAL REQUIREMENTS OF THE JOB:** Ability to communicate effectively with internal and external customers of diverse backgrounds and ages, especially through electronic communication including email and instant messaging. Ability to write and speak clearly, concisely and effectively. Ability to establish and maintain effective working relationships. Ability to work independently and as a member of a team. Ability to plan, organize and multi-task. Good problem solving skills. Flexibility. Initiative. Creativity. Ability to learn quickly. Regular job attendance, punctuality, and dependability. Extensive knowledge of library materials and electronic resources. Advanced research and information searching skills using the Internet, research databases, and print reference sources. Computer literacy including standard Microsoft Office applications. Knowledge of Web2.0 applications. Feels at ease trying new things. Experience with HTML, web design, and usability principles desirable. Ability to lift boxes up to 25lbs.
- CONDITIONS OF EMPLOYMENT:** Day schedule; may include evenings and weekends. Telecommuting combined with one or two days per week at the Baltimore County Public Library Administrative Offices in Towson, MD is an option for this position. Must be able to travel throughout the state for meetings and training classes. This position requires a post-offer physical and drug screening.
- HOW TO APPLY:** Applications and resumes must be submitted in writing **no later than 5:00 p.m. on October 20, 2008**, Human Resources Department, 320 York Road, Towson, MD 21204. Email: human_resources@bcpl.net (MS Word attachments only). Fax: 410-887-3025. Applications may be submitted online at www.bcpl.jobs.
- DATE ISSUED:** October 6, 2008
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- BALTIMORE COUNTY PUBLIC LIBRARY is an Equal Opportunity Employer and is committed to diversity in the workplace. The Library's policy is to treat all employees and applications equally and without regard to their race, color, religion, sex, national origin, sexual orientation, disability status as a disabled veteran or veteran of the Vietnam Era. This policy is applicable to all aspects of employment, including recruitment, hiring, training and promotions.
- IF YOU NEED ASSISTANCE WITH ANY ASPECT OF THE APPLICATION PROCESS, PLEASE CALL THE HUMAN RESOURCES DEPARTMENT-410-887-6177 OR TDD-410-821-5705. U.S. LAW REQUIRES ALL APPLICANTS TO SHOW PROOF OF IDENTITY AND RIGHT TO WORK IN U.S.