Job Description

Job Title: Library Service Specialist
Job Code: Grade 30
Reports to: Branch Manager
FLSA Status: Non-Exempt
Department: Public Services

Summary: Provides excellent customer service by anticipating and responding to the informational, recreational, and educational needs of library users.

Essential Duties and Responsibilities: Other duties may be assigned.

- Customer Service
    - Demonstrates exemplary customer service to all library customers
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    - Deals with and tracks customer issues with confidentiality, respect of privacy laws, teamwork, innovation, and respect
    - Routinely provides impromptu training to customers on library services
    - Commits to remaining knowledgeable on all library services
    - Promotes library services, collections, and programs by creating library displays and promotions
- Collection and Library Usage
    - Provides library and information services to customers by effectively interfacing with the integrated library software system online resources, and OPAC
    - Provides reader's advisory and reference services to customers; maintains knowledge of branch collection
    - Promotes the collections, including digital collections, and library services; creates attractive displays as assigned
    - Maintains the collection by relaying customer recommendations for purchase, performing periodic collection maintenance and weeding, processing, repair, and shelving as assigned.
    - Accurately maintains customer accounts and communicates effectively with customers
    - Receives and transfers courier materials and prepares them for customer use
    - Performs administrative tasks including reports, statistics, meeting room schedules, daily checklists, and tracking of petty cash as assigned
- Technology
    - Identifies customer technology needs and provides a high-level of support through one-on-one assistance or planned programming
    - Demonstrates competency in all library technology
- Programming
    - Identifies youth and adult programming opportunities and then plans, schedules and facilitates the programs as assigned
- Facility and Library Environment
    - Makes reasonable efforts to protect the safety of library users and staff and maintains order and cleanliness in the library
    - Uses the facilities management application software to report and track building work orders
- Teamwork
    - Attends staff meetings and actively contributes to creating a high-performing branch team
    - Commits to, supports, and, communicates effectively with branch team and District decisions

Competencies: To perform the job successfully, an individual should demonstrate the following competencies.

- Oral Communication - speaks clearly and persuasively in positive or negative situations; listens and gets clarification.
- Written Communication - writes clearly and informatively.
- Judgment - displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

- Problem Solving - identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations.
- Technical Skills - assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Customer Service - manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Customer Service – Demonstrates an awareness of customer and community needs and opportunities to build community
- Professionalism - approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.
- Quality Management - demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Technology Aptitude – familiarity with computers, integrated library and office software applications.
- Dependability - follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.
- Organizational Support – is familiar with organizational structure; follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; functions as a member of the library district team.
- Adaptability - adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:** High School diploma. Bachelor's degree and 1-2 years related experience preferred; or equivalent combination of education and experience. The candidate has a personal commitment to continual, lifelong, self-directed learning.
- **Language Abilities:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- **Math Abilities:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- **Reasoning Abilities:** Ability to solve practical problems and deal with multiple variables in situations where only limited standardization exists; Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- **Computer Skills:** Knowledge of word processing, spreadsheet, presentation and publishing software, Internet software, integrated library system software, web-based applications, and contact management/e-mail systems.
- **Other Skills:** Operation of office equipment including scanning, copying, faxing, and printing and basic understanding of information sources.

Certificates and Licenses: No certifications needed

Supervisory Responsibilities: This job has no supervisory responsibilities.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Noise Level** in the work environment is usually moderate.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

- While performing the duties of this Job, the employee is regularly required to sit; use hands to manipulate, handle or feel; and talk or hear.
- The employee is frequently required to walk. The employee is occasionally required to stand; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl.