

## Job Description

**Job Title:** Library Services Substitute  
**Job Code:** Grade NA  
**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** include the following. Other duties may be assigned.

- **Customer Service**
  - Demonstrates exemplary customer service for all library customers
  - Maintains a keen awareness of customer needs and opportunities
  - Deals with and tracks customer issues with honesty, 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 through a variety of media
- **Collection and Library Usage**
  - Provides media services to customers by effectively interfacing with the integrated library system (ILS) interface and other tools that access the resources of other libraries
  - Provides reader's advisory and reference services to customers
  - Maintains the collection by relaying customer recommendations for purchase and shelving in a timely and accurate manner
  - Receives and transfers courier materials and prepares them for customer use
  - Performs administrative tasks including, statistics, meeting room schedules, daily checklists, and the tracking of petty cash
- **Technology**
  - Identifies customer technology needs and provides a high-level of support through one-on-one assistance or planned programming
- **Facility and Library Environment**
  - Makes reasonable efforts to protect the safety of library users and staff and maintains order and cleanliness in the library
- **Teamwork**
  - Maintains effective communication with the Branch Manager
  - Commits to and supports Branch team and District decisions
  - Communicates effectively with Branch team

**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; 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.
- 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; supports organization's goals and values;
- 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
- **Language Abilities:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations 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, 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 finger, 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.

