



CLASS SPECIFICATION FOR:

**Library Public Services Specialist I**

**General Statement of Duties:**

Performs assigned duties proficiently for one public service support area such as circulation, children, teens/digital media or adults at an assigned location; does related work as required.

**Distinguishing Features of Class:**

This is the first level in an approved career development series. Assigned duties include responding accurately to patrons' needs and inquiries; providing support to senior Library staff; and assisting with training Library Associates and volunteers. Primary assigned duties will include one public service area as noted above. Work is performed at one assigned location under the direction of the supervisor and senior staff.

**Examples of Assigned Duties** (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Proficiently performs **circulation duties** as assigned to include charge, discharge, shelve, process holds, collect fines, register patrons, sort bin materials, answer phones, reconcile patron accounts and other duties as assigned to facilitate material flow in assigned library;
- Performs other duties as assigned such as processing periodicals, preparing deposits, reconciling and assisting patron with barred accounts, troubleshooting sortation equipment, etc.;
- Maintains accurate, reconciled patron records;
- Provides basic troubleshooting and replacement of RFID tags as needed;
- Assists customers at the library window;
- Accurately shelves and processes materials;

Or may be assigned to:

- Proficiently performs the duties assigned to **one service area** (children, teens/digital media, or adults) including but not limited to responding to patrons' questions and needs, accurately entering and tracking patrons' questions in library database;
- Provides support to Librarian for programs and activities in **one service area**;
- Maintains current working knowledge of industry best practices, methods, techniques, equipment, etc.;
- May facilitate "canned" programs and activities and assists with the planning or development of programs and activities as assigned;
- May develop programs and activities under general supervision as assigned;

Required of all Public Support Specialist I:

- Provides basic patron assistance with providing accurate information related to material availability and may place holds for patrons as needed;
- Accurately provides information in response to patrons' needs and inquiries and accurately enters and tracks patrons' questions in library database as required;
- Assists with special projects as assigned;
- Effectively collaborates with and assists Librarians and colleagues as assigned;
- Assists with training Library Associates or volunteers;
- Attends all scheduled meetings and required training and maintains all required certifications;
- Participates in educational opportunities, completing two per year as identified in collaboration with supervisor;
- Performs other duties as assigned.

**Required Knowledge, Skills and Abilities:**

Sound working knowledge of Library policies and procedures; basic computer skills with a sound working knowledge of Library systems, software and other equipment incidental to assigned tasks; good attention to detail and excellent organization skills; ability to work accurately in a fast paced environment with interruptions; may require basic working knowledge of automated sortation equipment and procedures; may require basic working knowledge of debit machines and cash registers as used in assigned duties; basic working knowledge of payment machines sufficient to assist patrons with card accounts; basic math skills with ability to accurately reconcile patron accounts; general knowledge of County departments and resources; basic political astuteness to appropriately represent the Library and County in internal and external interactions; ability to accurately and consistently interpret and apply Library and County regulations and policies; critical thinking and problem solving skills with the ability to cost effectively and appropriately solve a variety of



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issues within County and Library guidelines and requirements; ability to independently resolve routine inquiries, and complaints, and appropriately refers unusual situations and questions to higher level Public Services Specialist and/or supervisor; good oral and written communication skills; ability to express ideas clearly and concisely, orally and in writing; basic ability to research, collect and maintain data, and work with supervisor to consider and weigh a variety of factors in making decisions or recommendations; ability to establish and maintain a good working relationship with Library staff and the public; good training skills and the ability to assist Library Associates and volunteers; ability to accurately and systematically record data and provide detailed records as assigned; physical condition that permits the activities necessary in and inherent to the activities of assigned duties which may include lifting, bending, stooping, pushing, reaching and carrying heavy materials and loaded carts and bins; personal accountability including teamwork and establishing and maintaining positive relationships with the public and colleagues; ability to work independently with minimal direction; excellent customer service and interpersonal skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy with all patron populations presenting with varying skills levels and needs in order to appropriately address patrons' requests and inquiries. Must be able to positively and appropriately represent the County and Library with the public. May require the ability to work at various locations within the County. Requires ability to work a flexible schedule as needed.

**Minimum Education and Experience:**

Education: High School diploma/GED, with relevant college coursework or degree preferred;

Experience: One (1) year of relevant customer service experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**Additional Requirements:**

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.