



CLASS SPECIFICATION FOR:

**Library Public Services Specialist II**

**General Statement of Duties:**

Performs assigned duties proficiently in two designated public service areas, with one being circulation; works within a designated cluster; does related work as required.

**Distinguishing Features of Class:**

This is the second level in an approved career development series. Primary 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 primary public service area and one secondary service area as noted above. Work is performed within a designated cluster 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 all the duties assigned to and knowledge, skills and abilities required of Library Public Services Specialist I plus;
- Cross trains and proficiently performs the basic duties assigned to **circulation AND one service area** (children, teens/ digital media, or adults);
- Provides support to Librarian for programs and activities;
- Routinely provides support to patrons using the library computers including related peripherals;
- Routinely resolves non-routine and technical questions and concerns for patrons
- Provides paraprofessional support assisting with weeding, new materials, displays and other responsibilities and duties as assigned to support collection management;
- Facilitates "canned" programs and activities and assists with the planning or development of programs and activities as assigned;
- Develops programs and activities under general supervision as assigned
- Serves as a resource, including assisting and training, to Library Public Services Specialists and Library Associates
- Provides more complex support to patrons including one-on-one support and readers' advisory; with working knowledge of materials and publishing trends.
- Independently resolves patron requests, complaints and concerns, including the unusual, appropriately within Library and County policies and procedures and renders exceptions within prescribed parameters, keeps supervisor informed of issues and resolutions;
- May assist with directing the work of others as needed to help manage workload and operational needs;
- Assists with special projects as assigned;
- Effectively collaborates with and assists Librarians and colleagues, including training and cross training, 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;
- Maintains broad knowledge of information sources and resources for circulation and one service area;
- Performs other duties as assigned.

**Required Knowledge, Skills and Abilities:**

Maintains a sound working knowledge of Library policies and procedures for two designated public service areas including circulation; Proficiently uses current ILS systems, demonstrates and instructs patrons in the use of ILS interfaces; excellent working knowledge of public computing; sound computer skills with a sound working knowledge of Library systems, software and other equipment and peripherals incidental to assigned tasks; good attention to detail and excellent organizational skills; ability to work accurately in a fast paced environment with interruptions; requires basic working knowledge of automated sortation equipment and procedures; requires 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; sound 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; good presentation/instructional skills to facilitate programming and activities and provide one-on-one assistance; sound training skills with the demonstrated ability to effectively train other staff as needed or assigned; 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 Public Services Specialists, 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. Requires the ability to work at various locations within the County. Requires ability to work a flexible schedule as needed.

**Minimum Education and Experience:**

Education: Relevant two (2) or four (4) year degree;

Experience: Two (2) years of relevant experience at Level I;

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.

- May require a valid driver's license to perform assigned duties within assigned cluster at multiple locations within the County.