



CLASS SPECIFICATION FOR:

Library Public Services Specialist IV

General Statement of Duties:

Performs assigned duties proficiently in all designated public service areas, including circulation; serves as lead worker; works at branch and area libraries Countywide as assigned; does related work as required.

Distinguishing Features of Class:

This is the fourth level in an approved career development series. Primary assigned duties include responding accurately to patrons' needs and inquiries; providing support to senior Library staff, professional and paraprofessional staff; serves as lead worker assisting with training, coaching, mentoring, scheduling work assignments and directing the activities of other Library Public Services Specialists and staff as directed. Primary assigned duties will include one primary public service area and three secondary service areas as noted above. Work is performed at various locations within the County with minimal direction from 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, II and III plus;
- Cross trains and proficiently performs the basic duties assigned to **circulation AND three service areas** (children, teens/digital media, or adults);
- Provides support to Librarian for programs and activities in **three service areas**
- Runs collection analysis reports and makes determinations related to collection management as delegated;
- Prepares stats and reports for services areas as assigned;
- Develops programs and activities as approved and assigned, including computer classes;
- Develops targeted programming, outreach and other activities, to serve the interests and needs of the community and target audience;
- Identifies programming needs and interests and works with Library staff to develop programming (existing and new) to ensure programming is fresh, relevant and serves the County's goals and communities' interests and needs;
- Routinely participates in outreach activities;
- Leads small or special projects as assigned;
- Serves on a committee or project team as assigned;
- Assist staff and patrons in policy interpretation and application;
- Proactively identifies operational problems and makes recommendations, implements or assists with implementation of approved solutions;
- In absence of supervisor, performs various building responsibilities, including open and close duties; may serve as the person-in-charge of a service area or a building as needed;
- Effectively collaborates with and assists Librarians and colleagues, including training and cross training, as assigned;
- Serves as lead worker, trains and directs the work of others to support the efficient operation of assigned location and service areas;
- Attends all scheduled meetings and required training and maintains all required certifications;
- Participates in educational opportunities, completing four per year as identified in collaboration with supervisor;
- Enrolls in and actively participates in the Emerging Leaders program or other County-sponsored leadership classes;
- Maintains broad knowledge of information sources and resources for circulation and all service areas;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Maintains a thorough working knowledge of Library policies and procedures for four designated public service areas including circulation; proficiently uses current ILS systems, demonstrates and instructs patrons in the use of ILS interfaces; demonstrated proficiency with collection management software, current scheduling systems, and current statistics reporting system; excellent working knowledge of public computing; excellent computer skills with a sound working knowledge of Library systems, software and other equipment incidental to assigned tasks; excellent attention to detail and excellent organization skills; ability to work accurately in a fast paced environment with interruptions; requires sound working knowledge of automated sortation equipment and procedures; requires sound working knowledge of debit machines and cash registers as used in assigned duties; sound working knowledge of payment machines sufficient to



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assist patrons with card accounts; sound math skills with ability to accurately reconcile patron accounts; general knowledge of County departments and resources; sound knowledge and understanding of the varying demographics and special needs and interests of the segment of the population served 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 complex and sensitive issues within County and Library guidelines and requirements; ability to independently resolve sensitive and complex inquiries, and complaints, and appropriately refers unusual situations and questions to higher level Public Services Specialist and/or supervisor; excellent oral and written communication skills; ability to express ideas clearly and concisely, orally and in writing; demonstrated ability to develop training and instructional materials; excellent presentation/instructional skills to facilitate programming and activities and provide one-on-one assistance; excellent public speaking and presentation skills with ability to communicate technical skills in lay terms to diverse audiences; excellent training skills with the demonstrated ability to effectively train other staff as needed or assigned; sound ability to research, collect and maintain data, and work with supervisor as needed 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; excellent training skills and the ability to assist Public Services Specialist, Library Associates and volunteers; ability to accurately and systematically record and manage 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; good supervisory skills including the ability to effectively manage workloads and projects and to foster and maintain high morale and engagement; ability to lead, manage and partner effectively; 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 four (4) year degree with MLS preferred;

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

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.

- Valid driver's license to perform assigned duties at multiple locations within the County.
- Librarian certificate from the VA Board for the Certification of Librarians preferred.