Position Description

Title: Public Services Specialist  
Department: Library Services

FLSA: Non-Exempt  
Reports to: Library Manager or Supervisor

FTE: Varies  
Pay Grade: 6A  
Updated: July 2015

Position Purpose  Creates a positive library experience by connecting library visitors to needed services.

The following knowledge, skills, and abilities are required of all employees

1. **Communication** *(Seeks first to understand; uses Platinum rule)*
2. **Customer Service** *(Makes and maintains effective connections with customers)*
3. **Personal Leadership** *(Inspires greatness)*
4. **Results** *(Aligns work with local & District priorities; accepts responsibility for outcomes)*
5. **Self-Management** *(Cares for self; is aware of emotions & impact on others; Uses appropriate ergonomics)*
6. **Relationships – Teamwork** *(Creates an environment of trust)*
7. **Technology** *(Embraces new technology for efficiencies and life-long learning)*

Essential Functions

1) Provides high level of direct customer service to the public, coworkers, volunteers and management

   a) Interacts effectively with diverse populations including children, teens, adults, seniors, people with disabilities, etc.

   b) Answers questions and assists in the use of library materials, the library’s catalog, webpage, databases, storytime stations, Internet, and other digital/PC resources either in person, on the telephone, or through email.

   c) Answers phone, greets customers, and directs and assists callers and visitors with questions to the appropriate area and/or resource of the library.

   d) Assists customers in locating materials and/or providing directions to locations in the library.
e) Assists customers with check-out processes at service areas and/or at self-service locations.

f) Explains library policies and procedures to customers as needed.

g) Provides reader’s advisory assistance to all ages for library customers.

h) Processes fines, fees, and refunds following established policies and procedures.

i) Prepares and presents pre-designed programs such as computer classes, story times, or book discussions as backup for the librarian.

j) Handles emergencies following established procedures and handles unpredictable customer behaviors in a professional and calm demeanor.

k) Provides information regarding status of customer’s library account such as checked out materials, titles on hold, fine payments and/or history.

l) Enters information, verifies accuracy and maintains, updates, researches and corrects errors in appropriate internal, electronic library resources and customer records.

m) Provides assistance and training with the goal of increasing the level of digital literacy for our communities.

n) Provides library building tours to the public.

o) Provides information about library services and resources through promotion and/or participation in library events and programs such as summer reading programs, community reads, and author visits.

p) Provides orientation, training, scheduling, and/or assessment of volunteers as directed by manager or supervisor.

q) Provides assistance to colleagues by mentoring and assisting as needed.

2. Provides high level of indirect customer service to the public, coworkers, volunteers, and management.

a) Creates in-library displays for materials as assigned.

b) Receives donations at either service desks or back door areas and moves to appropriate Friends of the Library location.

c) Enters program schedules and attendance statistics in the public calendar for DPL webpage.

d) Creates and maintains bibliographies and/or flyers as assigned.

e) Creates and maintains cumulative reading lists and/or customer profiles for individualized reading selections for homebound patrons.
f) Submits ILL requests through FirstSearch based on ILL guidelines.

g) Operates District vehicles (i.e., Bookmobile) and provides basic maintenance (i.e., refuel, monitor vehicle fluids) to ensure safe operation of vehicle.

h) Participates on committees and project/action teams as directed by manager or supervisor.

i) Actively participates in needed and/or assigned business-related activities and clerical responsibilities to ensure the library building is open and operational. Activities are determined by location or service area and may extend beyond this sample list. The business activities/tasks listed at the end of this document provides examples of typical business activities.

j) Performs materials handling position responsibilities as needed (see Library Specialist - Materials description.)

3) Performs other tasks as assigned.

**Extensive and/or working knowledge of:**

1. Customer service techniques to handle a variety of customer interactions.

2. Effective oral and written communications.

3. Promotional skills to provide customers with information about services, programs, and special events.

4. Effective problem solving skills.

5. Interpersonal skills to promote teamwork.

6. Processes and procedures for materials handling (see LSS- Materials description.)

7. Basic knowledge of computers, related equipment, Internet and fundamental research, and commonly used office software to perform data entry and to create original documents, save, and open/review/edit existing documents.

**Highly Desirable and/or Expected to Learn:**

1. Knowledge of the educational, developmental, and interest levels of different populations served.

2. Knowledge of library services, programs, research and resources specific to area of assignment.

3. Basic library circulation policies and procedures (and designated Administrative Rules).

4. Library print and electronic resources including commonly used reference sources, library databases, and/or Internet.

5. Library’s integrated library system.

[www.deschuteslibrary.org](http://www.deschuteslibrary.org)
Attributes and Talents

Personal Leadership
- Demonstrates effective judgment and decision making processes
- Works on individual performance assessment goals
- Provides appropriate responses and direction to predictable and unpredictable situations
- Models accountable behaviors and interactions to create a foundation of trust
- Embraces change
- Seeks ways to learn continuously
- Maintains confidentiality for customer records
- Maintains calm, adaptable perspective with frequently changing workloads
- Creates a positive and productive work environment

Effective Team Leader
- Promotes team cohesiveness and accountability
- Inspires others through effective personal leadership and team collaboration
- Shares expertise and talents
- Participates actively and productively in meetings

Effective Communicator
- Written and oral communication is accurate, concise, timely, and professional
- Has means and methods to interact effectively with others in person and in writing

Education & Experience
- High school with preference for business study at two-year college
- Two to three years providing effective customer service to varied ages.
- Require demonstrated success working both independently and in a team setting

Working Environment/Physical Demands
- Office, indoor setting
- Sitting, standing, walking, bending, pulling, pushing, reaching, twisting, lifting (up to 30 pounds)
- Pushing/Pulling 100 pound carts
- Close and distant vision with ability to adjust focus for accurate reading of low, middle, and high shelves
- Reading for comprehension and direction (policies & procedures)
- Work effectively with minimal supervision and self-directed learning
- Handling multiple tasks effectively and efficiently in high volume environment that may require repetitive tasks
- High volume environment with high accuracy requirements for numeric and alpha processing
- Speaking to share/respond, to maintain relationships and to convey instructions and/or direction
- Considerable cognitive process to make effective decisions for interactions with public visitors
- Various equipment includes computers with a keyboard and mouse, telephone, and other electronic devices to share documents, information and discussion
- Travel to other district locations and/or to workshops/professional meetings/conferences

Business activities/tasks – examples of typical tasks required to keep the library location functioning. All employees are expected to participate as assigned and/or as needed and are accomplished through personal leadership. Activities/tasks will vary by location and specialty assignment.
1. Maintains desk schedule
2. Reconciles daily money/cash drawer reports, makes weekly bank deposits, manages branch’s petty cash
3. Takes and approves public meeting room reservations
4. Prepares, creates, and/or enters notices, reports, and statistics as directed.
5. Answers District’s phone, answer questions, or transfer calls
6. Orders and maintains office supplies in organized manner
7. Orders and maintains craft materials
9. Assists Friends of the Library groups as needed
10. Raises or lowers US flag as notified
11. Sets up meeting rooms and library buildings for library-sponsored events and classes
12. Creates wall and room displays throughout the year, such as for Novel Idea, Summer Reading Programs, Reading Clubs, etc.
13. Maintains cleanliness/neatness/safety/order throughout the building (push in chairs, pick up trash, pick up materials needing to be reshelved, and clean public/staff computers and copy machines
14. Updates signage (directional, Dewey #’s – subject labels on shelves) following district procedures
15. Surveys and cleans outside, including snow removal, etc.
16. Monitor outside areas during early release periods
17. Sends action requests to IT, Facilities, E-Services, CR, etc.
18. Maintains bulletin board(s) in various areas
19. Maintains stock of community brochures, such as voter registration forms, transportation schedules, local maps, tax forms, COCC classes, etc.
20. Maintains meeting room use calendar for internal library functions, library meetings, and library events
21. Monitors and orders supplies for sale to public (sale takes place at service desk or vending machines—Bend)
22. Handles lost and found items, including making sure valuable items are secure, noting the customer record and contacting customers while maintaining confidentiality
23. Replaces mice, removes computers to be sent to IT and reconnects when returned
24. Recycles materials