

Spokane County Library District

CLASSIFICATION: N08**POSITION TITLE:**

Information Specialist

GENERAL PURPOSE:

Provides intermediate level reference, readers' advising, programming and instruction services for library customers.

POSITION SUMMARY:

Under the direction of a Lead Librarian, provides intermediate level reference, readers' advising, programming and instruction services; suggests print and non-print materials to meet informational and recreational needs; explains and promotes library services and provides instruction in the use of library resources.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Provides direct customer service for reference and readers' advising. Assists customers in finding information and using it effectively. Conducts reference interviews to ensure that information is age appropriate and meets customer needs. Works collaboratively with other information services staff to ensure quality reference and readers' advisory service.

Provides individual instruction to customers in the use of library materials, services or equipment.

Conducts programming such as storytimes and computer training classes as needed; assists in promoting and implementing programs.

Addresses customer comments and complaints; enforces Rules of Customer Conduct and responds to emergencies in situations that may be stressful or unpleasant. Refers customers to appropriate staff or community resources as circumstances warrant.

Under the direction of a librarian, lead librarian or manager, performs assigned collection maintenance tasks.

May assist in selecting and delivering materials for outreach services.

Performs repetitive motion using arms and wrists and knees, work involves bending, stooping and lifting up to 40 pounds of materials and standing for long periods of time as necessary.

Attends work on a regular and dependable basis.

Hear, see, speak and listen to individuals in order to successfully interact with staff and customers.

Read materials in print or electronic format.

Interacts in a professional and respectful manner with District staff and the public.

OTHER JOB FUNCTIONS:

Performs other tasks as assigned.

SELECTION FACTORS:

(Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed trial period, and afterwards, for continued employment.)

Knowledge of:

- Principles and practices of quality customer service;
- Personal computers and associated software, integrated library systems, and Internet;
- Library services and resources;

- Literature with adult and youth focus.

Ability to:

- Provide quality customer service;
- Communicate effectively with staff and customers, both orally and in writing;
- Work effectively with co-workers and customers in a cooperative and respectful manner;
- Find and use resources to provide requested information;
- Use computer systems monitor, keyboard and mouse and various software programs to access appropriate information, such as databases, timesheets, email, Intranet news, readme files, etc.;
- Use initiative, problem solving skills, and judgment;
- Manage detail, recognize and set priorities;
- Read materials in print and electronic format;
- Work quickly and accurately; follow instructions;
- Lift office supplies, books, and other materials, weighing up to 40 pounds;
- Transport oneself to other locations to perform work, and/or attend work related meetings, workshops or conferences.

MINIMUM QUALIFICATIONS:

Bachelor's degree in liberal arts or related field required; Three years recent direct customer service experience required; Two years of recent library experience in a customer service position preferred; public library experience preferred. Working knowledge of personal computers and experience using word processing, spreadsheet, or database software; ILS experience preferred. Read and use English and understand numbers; OR any equivalent combination of education, training or experience that assures satisfactory performance of essential job functions.

Must be able to successfully pass a background check.

Valid driver's license and normal risk insurability preferred.

Should be able to get First Aid/CPR certification.

TOOLS AND EQUIPMENT USED:

Personal computers and specialized software, integrated library systems, and Internet and other standard office equipment.

May use common off-the-shelf products to clean and process library materials and surfaces.

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.)

Work is performed in an office/library environment while sitting at a desk or computer terminal for extended periods of time. Duties require use of a computer terminal, mouse, and keyboard. Duties require manual dexterity, clear speech, and visual and hearing acuity in order to successfully interact with customers and co-workers. Occasional periods of pulling/pushing items, and/or lifting/carrying items up to 40 pounds, reaching with hands and arms, stooping, bending or kneeling are encountered. Vision requirements include close vision and ability to adjust focus. Customer interactions, and/or ongoing activity levels may result in low to moderate stress. The noise level is usually moderate. May be exposed to dust, fumes and/or odors on a recurring basis.

Ability to transport oneself to other locations to perform work and/or attend work-related meetings, workshops or conferences is required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Class: Non-Exempt Salary Range: N08

Revised: 10/05/09; 07/01/11