

S P O K A N E   C O U N T Y   L I B R A R Y   D I S T R I C T

<b>Job Title</b>	Public Services Specialist		
<b>Reports to</b>	Library Manager	<b>Supervises</b>	N/A
<b>FLSA/WMWA Status</b>	Eligible for overtime	<b>Remote Work Status</b>	Not eligible for remote work
<b>Revision Date</b>	March 2025	<b>Compensation Band</b>	A4
<b>Working Hours</b>	While the District makes a good faith effort to maintain regular, predictable schedules for employees, the District operates public facilities 7 days a week and employees are expected to be available to work a variety of hours. Employees are scheduled according to the needs of the District which may include variable days, evenings, and weekends.		
<b>Required</b>	Background & driver license check		

<b>Job Overview</b>
Working with limited supervision, this position conducts established library programs and provides library services to customers.

<b>Qualifications</b>	
The ideal candidate will be able to build relationships at all levels, have 5 years of customer service experience, with at least two years of customer service experience in a public library setting.	
The District may accept an equivalent combination of education and experience in lieu of the above.	
Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to library services
	Communicate effectively with staff and customers
	Establish and maintain positive team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds
	Find and use resources to provide requested information
	Follow directions and work quickly and accurately to meet deadlines
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support system wide policies, procedures, and services
	Maintain confidentiality of customer information
	Model behavior for high levels of service
	Speak publicly in order to deliver District programs
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings
	Use initiative, problem-solving skills, and sound judgement
	Work with and troubleshoot office machines, such as copiers
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Dewey Decimal system of classification
	Library resources, programs, and services
	Literature with adult, teen, and youth focus
	Microsoft Office and other software applications
Other	Principles of intellectual freedom and open access
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes

**Job Duties**

*The duties listed are intended only as illustrations of the 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.*

Conducts, presents, and hosts established library programs and events; may prepare for programs by selecting activities, materials, and crafts from a pre-determined list.

Enforces the Code of Conduct.

Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary.

When not directly engaged in the work above, this position is expected to:

- Provide library service to customers such as assisting with material check out, issuing/renewing library cards, & updating information.
- Place holds and retrieve items placed on hold for customers.
- Reserve meeting rooms and/or computer stations.
- Perform readers' advising and information services in response to customer inquiries.
- Respond to customer inquiries regarding library services and resolve routine complaints; refer inquiries or issues, as necessary.
- Instruct customers in the use of library equipment and technology, including, but not limited to, logging in and out of public computer and printing stations, using material check-out computers and equipment, accessing library account information, and paying fines and fees online, searching the library catalog and placing holds, searching online databases, using online learning tools. Assist customers in the use of tablets, e-readers, and other personal technology.
- Inspect returned materials for damage. May assess damage charges and complete the billing process.

In addition, this position may:

- Process and prepare materials for shipment; processes items for holds pickup.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.
- Clean and disinfect work and public areas in the library during assigned shift.
- Sort, organize, and shelve library materials.

Performs other duties as needed or as directed.

**Work Environment**

Work is performed in a library environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

**Physical Demands**

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or hand truck.

**Psychological Demands**

Make decisions, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.