

Position Title	Public Services Specialist		
Working Title			
FLSA Status	Eligible	Job Code	0875
Salary Band	A4	Revised	1/2019

General Purpose

Working with limited supervision, this position conducts library programs and provides readers' advising and information services to library customers.

Illustrative Examples of Duties and Responsibilities

Conducts library programs such as Storytimes, technology training classes, and craft programs; hosts cultural events; assists in planning and implementing programs.

Provides service to customers; performs readers' advising and information services in response to customer inquiries; assists in circulation services as needed.

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. Assists customers in the use of tablets, e-readers, and other personal technology.

Responds to customer inquiries regarding library services and; resolves routine complaints; refers inquiries or issues to other departments or staff as appropriate.

Under the direction of a Managing Librarian, performs assigned collection maintenance tasks.

May write blogs, articles, reviews or other written pieces as assigned.

Performs other related duties as assigned.

Supervision

Reports to: Managing Librarian

Supervises: N/A

Minimum Qualifications

Required

- Bachelor's degree
- three years recent direct customer service experience

Preferred

- ILS experience



www.sclld.org
 Administrative Offices
 509.893.8200
 fax 509.893.8472

Airway Heights Library
 509.893.8250
 Argonne Library
 509.893.8260

Cheney Library
 509.893.8280
 Deer Park Library
 509.893.8300

Fairfield Library
 509.893.8320
 Medical Lake Library
 509.893.8330

Moran Prairie Library
 509.893.8340
 North Spokane Library
 509.893.8350

Otis Orchards Library
 509.893.8390
 Spokane Valley Library
 509.893.8400

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

Necessary Knowledge, Skills & Abilities

Knowledge of

- Library resources, programs, and services.
- Principles of intellectual freedom and open access.
- Literature with adult, teen and youth focus.

Skill in

- Use of computer systems and various software programs, including ILS.

Ability to

- Find and use resources to provide requested information.
- Demonstrate clear and concise speaking skills with individuals and groups.
- Communicate effectively with staff and others, both orally and in writing
- Consistently demonstrate effective customer service behavior(s);
- Interact in a professional and respectful manner with District staff and the public;
- Maintain confidentiality of customer information;
- Establish and maintain effective working relationships in a team environment;
- Use initiative, problem-solving skills, and sound judgment;
- Work quickly and accurately; follow directions; meet deadlines.

Work Environment/Physical Demands

Work is performed primarily in an office environment while sitting/standing at a desk or counter for extended periods of time. This position requires frequent public contact. Moderate stress may be encountered due to heightened library activities or intense member interactions. The noise level is usually moderate.

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.

Special Requirements

- Criminal background check required.
- Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.



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The duties listed above 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.

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.



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