

Germantown Community Library
Library Specialist Position Description

Position Title:	Library Specialist
Reports To:	Circulation Manager
Employment Category:	Part-time
Department:	Library

General Position Description

The Library Specialist provides first line customer service to library patrons at the Circulation Desk and performs special tasks as requested by the Circulation Manager, Assistant Director or Library Director.

Essential Duties & Responsibilities

The following are the fundamental job duties and responsibilities. These are not to be considered as exclusive or all-inclusive; other duties may be required and assigned, as management deems necessary.

- Check-out materials to patrons.
- Renew materials for patrons.
- Add and update patron cards and information.
- Collect money for payment of fines, fees, and special purchases.
- Charge patron's account for lost items.
- Empty book drops.
- Check-in returned materials.
- Assist patrons to determine if materials are available.
- Answer patron and public questions, in-person and on the phone, about library services and programming and account information.
- Assist patrons in the use of library equipment checked out at the Circulation Desk.
- Assist patrons with registration and use of study rooms, community meeting rooms, display cases and other public resources.
- May performed duties as a backup to the Library Page II position.
- Follow System, Village and Library practices, procedures and policies and be able to exhibit sound judgment in their interpretation
- Requires at least 1-2 evenings per week, 1-2 Saturdays per month and flexibility to meet the demands of the library.

Required Qualifications, Knowledge, Skills & Abilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have high school diploma or equivalent.
- Some college experience is preferred.
- At least one year of experience in a library, retail or customer service environment is preferred.

- Must be punctual, dependable, and follow a regular set schedule.
- Basic knowledge of computers.
- Basic knowledge of Internet browsers.
- Basic knowledge of Microsoft Office products including Microsoft Outlook.
- Knowledge of library materials, terminology, procedures and operations is preferred.
- Experience with Library System software is preferred.
- Ability to communicate effectively, both verbal and written in English.
- Attention to detail.
- Ability to follow written and oral instructions.
- Ability to work independently.
- Ability to work well and communicate effectively with the public and staff.
- Ability to work in a team environment.
- Ability to handle challenging patrons.
- Ability to multi-task in a customer service environment.
- Mobility to travel to meetings or training outside the library.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand for periods of 1-2 hours, sit, walk, crouch, bend, twist, and reach. Climbing stairs and step stools are occasionally necessary.
- Use of hands to feel, handle, finger or operate objects, tools or controls such as typing, writing, filing, shelving, processing or picking up materials and ability to reach with hands and arms.
- Ability to speak and hear within normal limits in order to answer and provide information both over the telephone and in person.
- Far vision at 20 feet or further, near vision at 20 inches or less, and prolonged use of a computer monitor.
- Ability to frequently lift or move up to 25-50 pounds; and push or pull objects weighing 50-80 pounds on wheels.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is generally performed in the library and/or office setting with the majority of the workday spent indoors in an area having a normal temperature and humidity range.
- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as repetitive computer keyboard use, irate individuals and intimidation may cause discomfort and poses limited risk of injury.
- The majority of tasks are performed in view of the public.
- The noise level in the work environment ranges from moderately quiet to moderately loud.

Selection Guidelines, Reasonable Accommodations & Receipt

The selection process may include formal application, rating of qualifications and experience, oral interviews, reference checks, background examination, and job-related tests.

The above is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. 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 applicant and is subject to change by the employer as the needs of the employer and requirements of the job change.

The Village of Germantown is an Equal Opportunities Employer. In compliance with state and federal law, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss potential accommodations with the employer. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Applicant Signature

Date

Supervisor Signature

Date

ADOPTED: 1/23/19
REVISED and ADOPTED: