

**Germantown Community Library**  
**Adult Services Specialist Position Description**

<b>Position Title:</b>	Adult Services Specialist
<b>Reports To:</b>	Adult Services Manager
<b>Employment Category:</b>	Part-time
<b>Department:</b>	Library

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### **Job Summary**

The Adult Services Specialist performs program planning and implementation, customer service at service desks, and collection management with a focus on adult materials. The position assists other teams and performs special tasks as requested by the Adult Services 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.*

- Plan and implement educational and recreational programs for all ages that encourage lifelong learning and general library use with a focus on adults and families. Programs may be located inside or outside of the library.
- Market and promote programs and services through all media formats, including print, digital, video, and social media.
- Partner with other agencies and special interest groups to implement and promote library programs and outreach services to the community.
- Assist all patrons in the selection and access of information and materials, in-person and on the phone.
- Assist all patrons with the use of library technology and library applications used on library computers, personally owned mobile devices, and e-readers, both in-person and on the phone.
- Assist patrons with library material or service concerns, thoughtfully listen with an attempt to resolve the concern and redirect to co-workers or management when appropriate.
- Select, manage, and withdraw materials within assigned collections with a focus on adult material.
- Provide backup for other service desk coverage, programming, and events.
- Provide a positive environment for all patrons using the library and accessing library materials.
- Provide a positive reflection of the library when participating in programming and events on behalf of the library.

### **Required Qualifications**

- High school diploma or equivalent required.
- Experience in libraries, education, museums, retail, or hospitality is preferred.
- Requires at least 1-2 evenings per week, 1-2 Saturdays per month, and flexibility to meet the needs of the library.
- Must follow Library, Village and System practices, procedures and policies and be able to exhibit sound judgment in their interpretation.

- Valid state driver's license or ability to obtain one within 4 months. May be required to use personal or library vehicle during work hours.

### **Required Knowledge, Skills & Abilities**

*The requirements listed below are representative of the knowledge, skill, and/or ability required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Must be able to communicate effectively in English, both verbal and written.
- Must be punctual, dependable, and follow a regular set schedule with flexibility to meet the needs of the library.
- Must have knowledge of computer usage including internet browsers, Microsoft Office (or equivalent), e-mail, social media, and Canva software.
- Must pay attention to detail and accuracy.
- Must be able to follow written and oral instructions.
- Must be able to work independently within a collaborative environment and be a positive team player.
- Must maintain confidentiality of patron information.
- Must have good interpersonal skills and ability to maintain cooperative and courteous working relationships with patrons, library staff, supervisors, and individuals in related organizations in a positive manner.
- Must have excellent organizational skills.
- Ability to engage in a warm and friendly manner with people of all ages, abilities, and backgrounds and is dedicated to providing exemplary service.
- Ability to multi-task in a customer service environment.
- Ability to work efficiently under pressure, manage stressful situations, and redirect conflicts to management when appropriate.
- Ability to prioritize and complete tasks in order to meet deadlines with minimal supervision and assistance.
- Ability to perform cashier (cash and credit card) and customer service duties accurately in a timely manner.

### **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 50 pounds; and push or pull objects weighing up to 200 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.
- Some duties will require work outside of the library at partnering facilities and will include outdoor locations with seasonal temperature variations.
- Ability to work under generally safe and comfortable conditions, however, exposure to environmental factors such as repetitive computer keyboard use may pose a limited risk of injury.
- The majority of tasks are performed while covering a service desk or providing a programming event in view of the public. Appropriate attire as outlined in the Village Employee Handbook is required.
- Work is performed at a shared service desk visible to the public with access to an individually assigned cart. Personal items may be limited to individual lockers or cart.
- Employees are often required to multi-task by performing required duties or assignments between serving patrons.
- The noise level in the work environment ranges from moderately quiet to moderately loud.
- May need to install apps on personal smartphones or carry a FOB to access business required systems.

## **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 Opportunity 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.

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Applicant Signature

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Date

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Supervisor Signature

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Date

ADOPTED: 1/23/19

REVISED and ADOPTED: 9/22/21; 8/24/22; 4/26/25