



City of Irving Job Description

Library Services Specialist

FLSA Status:	Non-Exempt	Job Department:	Library
Job Code:	L572	Reports To (Job Title):	Designated Library Supervisor / Librarian

PURPOSE

This position provides technical training and expertise and support to library staff, processes, and equipment and technology; verifies and conducts audits of the library's allocated petty cash and daily cash reports as well as the inventory of the library's collection of materials; provides customer service to the public; and can provide a full range of support to the professional staff in program planning and production, collection development and maintenance, outreach and publicity.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Provide direct customer service by assisting customers with checking out and registering for library cards, by answering account inquiries, by advising and assisting customers with Library resources such as online databases, library catalog, and other technical resources in person, online, and by phone including providing computer technical assistance and troubleshooting issues with public computers, printer, copiers and other equipment or machinery as needed.
- Train all front-line staff members in library policy and procedures pertaining to the circulation of materials, customer accounts, and customer service, including writing, reviewing, and updating library process and procedure documentation for the library, and preparing training materials.
- Train staff in use of library technology or equipment in use at all library locations (ILS Circulation Module, STS Cash Registers, Fax/Scanners, Coin-ops, 3M Self-checkout units, Outreach Kits using LEAP, iPads, and WiFi Hotspots), including preparing training materials.
- Coordinate location or system-wide inventory of library collections or items for all library including scanning, uploading, and processing inventory reports and data gathering
- Facilitate workgroup meetings for Senior Library Assistants handling processing, evaluation and charging of damaged library materials.
- Run and process circulation reports for statistical gathering and maintenance including system-wide holds maintenance, item status reports, printing overdue notices, assessing fees or charges for damaged materials onto customer accounts.
- Maintain inventory of various supplies, library cards, bags, and brochures for day to day use at all locations; as needed, distribute to branch.
- Maintain and troubleshoots point-of-sale Cash Registers and coin-ops at all locations, inputting product SKUs, updating cashiers IDs, including training cashiers and cash reporters, performs quarterly petty cash audits of library registers, coin-ops, and bill changers, processing cash reports and payments; receiving & verifying cash report deposits from all locations for delivery to Finance.
- Receive and respond promptly to direct customer account inquiries received regarding library policy, charges, card status, disputes, collection agency, etc., applying and enforcing library policy, good customer service, and resolving problems.

OTHER DUTIES AND RESPONSIBILITIES

- Other duties as assigned by supervisor.
- Participate in committees, library outreach, meetings, training, workshops, seminars and conferences.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 1-14 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Processes cash reports of up to \$10,000 and verifies all daily library cash reports from all library locations and delivers them to City Hall Finance. Performs petty cash quarterly audits at all library location of point-of-sale cash registers, coin-ops, and bill changers.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's degree in a relevant field of study.

EXPERIENCE

- Two (2) years of library work experience with two (2) years of experience in training others.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid, appropriate, state-issued driver's license and other qualifications specified for driving City vehicles.

KNOWLEDGE OF

- Customer service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Record Keeping: Principles and practices for collection and recording of information for use in report presentations.
- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data.
- Accounting Principles: Principles and processes of accounting, audits, inventory, control, and cash management.
- Computers Usage: Computer hardware and software applications, including Microsoft Excel.
- Office Systems: Administrative / clerical procedures and systems such as word-processing, filing and records management systems, forms design principles, and other office procedures.

- Library Operations, including Dewey Decimal Classification.
- English Language: The structure and content of the English language, including the meaning of words and grammar.

SKILLS AND ABILITIES IN

- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Effective Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Oral Expression: Communicating information and ideas in speaking so others will understand.
- Multi-tasking: Working with multiple software packages and processes simultaneously.
- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Time Management: Managing time wisely to complete assignments on time.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Bookkeeping / Record Maintenance: Applying standard and/or prescribed principles & practices for the collection and recording of reliable information.

GUIDANCE RECEIVED

General Instructions and Established Precedent/Procedures

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

CONTACTS

Other city departments, schools, city organizations and professional organizations, as well as Library customers. Also, outside vendors and outside technical support personnel.

EQUIPMENT AND PROPERTY

Computers, iPads, WiFi Hotspots, Printers, Copiers, Fax Machines, telephones, adding machines and Point-of Sale cash registers with credit card units.

PHYSICAL DEMANDS

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.*

The employee is constant required to grasp, handle, feel, listen, see, stand, stoop, bend, talk, and/or walk. Frequently, s/he is required to balance, kneel, lift up to 50 lbs, pull, push, and/or reach. Occasionally, s/he is required to climb, crawl, drive a vehicle, sit, and/or smell. Specific vision requirements include close vision, distance vision, and color vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The employee may have occasional exposure to confining work spaces, dirty environment or library materials, air contaminations, improper illumination, noise, toxic or caustic materials, and/or violence. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.