



Public Services Specialist

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GRADE: 49

CLASS CODE:

DEPARTMENT: Public Services

FLSA STATUS: Non-Exempt

UNION STATUS: Represented

REVISED DATE: November 22, 2019

Summary: Assists in ensuring the delivery of high-quality library programs and information services to the community based on district-identified community needs. Under direct supervision, performs a variety of information services and programming functions in an assigned area of responsibility on behalf of the Timberland Regional Library.

Reporting Relationships and Team Work:

Reports to a Librarian 2 or Library Manager. May receive guidance and/or training from a Librarian 1.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

May be assigned any of the following duties:

1. At the direction of a Librarian and/or Supervisor staff, assists in the planning, delivery, and evaluation of library programming for the local community. Conducts a variety of community outreach activities for area of assignment.
2. Provides information, reader's advisory, and circulation services to the community in and out of the library.
3. Participates in training and professional development activities.
4. Assists with the maintenance of library collections.
5. Assists Librarians and Supervisors with public services or circulation projects and programs.
6. Works collaboratively with colleagues throughout the district.



7. In the absence of a supervisor will act as the person in charge.
8. Performs other duties as assigned or required.

Education and Experience:

Bachelor's Degree and at least 6 months library experience; or an equivalent combination of education and experience.

Licenses, Certifications, and Special Requirements:

- Valid Washington Driver's License is required.
- Must pass and maintain a criminal background check.
- The ability to work evenings and weekends and to adapt to schedule changes on short notice.

Core Skills and Qualities:

Complete definitions are included on the TRL evaluation form. Employees are expected to demonstrate the following qualities at all times:

- Demonstrate quality customer service to serve as an adequate resource to employees.
- Communicate effectively.
- Exhibit reliability and dependability.
- Demonstrate a positive attitude and flexibility.
- Work well with others, show respect, contribute to the team.
- Demonstrate library values of service, integrity, collaboration and community focus.
- Demonstrate leadership in handling multiple tasks.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

- Knowledge of library terminology, practices, services, processes, policies and procedures.
- Providing support in relation to library operations for area of assignment.
- Assisting in ensuring the delivery of quality library services/programs to the community.
- Methods for coordinating and delivering library programming.
- Processes for conducting community outreach activities.
- Library computer systems, databases, and software.
- Customer service standards and procedures. Establishing and maintaining effective working relationships with library staff, volunteers, patrons, and the general public.
- Reader's advisory, reference and circulation methods and techniques.



- Utilizing library computer systems and databases.
- Community library operations, programs and services.

Technology Requirements:

- Use of office equipment, including but not limited to Personal Computer and related software packages to perform advanced analysis, information retrieval and tracking.
- Keyboard and alpha/numeric data entry skills
- PC navigation skills in a Windows-based environment; ability to connect and print
- Ability to navigate, search and use web functions and software applications (i.e., time and attendance systems, performance reviews)
- Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities

Technology Desired:

Physical and Environmental Conditions:

- Work is performed in a library environment and involves regular contact with the public.
- Subject to sitting, standing, walking, bending, reaching and lifting objects up to 40 pounds.
- Must be able to push/pull library carts and lift/carry library materials.
- May be exposed to potentially intimidating and/or unreceptive members of the public.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is also an Equal Opportunity Employer.