



CLASSIFICATION TITLE: Library Specialist	JOB NUMBER: 7231	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Library Supervisor	PAY GRADE: 13	FLSA STATUS: Non-Exempt

GENERAL SUMMARY

Performs administrative support work providing a variety of responsible library and clerical duties, including effective analysis and utilization of library data, and related work as apparent or assigned. Works a varied schedule to include days, evenings and weekends. Work is performed under moderate supervision of the Library Supervisor or designee.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Performs a variety of responsible library and clerical duties to assist patrons; answers reference questions; provides information and explains library procedures and policies; periodically assists in locating and gathering materials and demonstrates proper use of reference materials, eResources, databases and services; assists patrons with the use of various digital devices and library equipment.
- Compiles and maintains a variety of statistics. Uses software to perform analysis, and create graphs and reports. Statistics may relate to circulation, community engagement, meeting room usage, resource utilization, and other metrics that measure library impact on the community.
- Organizes circulation desk, reference, and children's desks as needed; performs opening/closing procedures; assists patrons at the circulation desk and on the

phone; directs or refers patrons to appropriate library personnel; promotes library services relevant to patron needs.

- Performs a variety of services at the circulation desk; checks books and materials out; sensitizes and desensitizes materials utilizing the library security system.
- Registers patrons for library cards; issues and renews library cards according to established guidelines; performs and submits financial transactions on automated system; ensures security of monies at circulation desk; assists in maintaining security of library materials.
- Assists in the monitoring of patron behavior and ensures positive and harmonious interaction and relationships between patrons and library staff, assists in the overall security of the library and its premises.
- Operates a variety of library equipment to perform assigned tasks; opens meeting rooms as scheduled; assists in maintaining a clean and orderly library environment.
- Attends community outreach events to promote library usage and services; supports library programming, including the promotion, creation, and execution of library events.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Library policies, procedures, methods, practices and equipment.
- Principles of Intellectual Freedom and their application.
- Purpose and functions of the library.
- Basic reference and bibliographic tools, techniques and procedures.
- Internet searching, use of Library catalog and online resources.
- Modern office practices, methods, procedures and equipment.
- Proper telephone techniques and etiquette.
- Alpha-numeric and Dewey-decimal filing systems.
- Computer software and data entry techniques.

Skills and abilities to:

- Perform a variety of responsible library and clerical duties.
- Provide information, assist patrons in locating materials and demonstrate proper use of reference materials in a tactful and courteous manner.
- Explain library practices, procedures and equipment.

- Demonstrate the location of books, periodicals and other materials in the library.
- Show attention to detail and accuracy.
- Type 25 words per minute with accuracy.
- Determine appropriate action within clearly defined guidelines.
- Maintain library in an orderly and safe condition.
- Monitor and maintain acceptable patron behavior in the library.
- Operate standard library equipment.
- Learn and apply interlibrary loan procedures and guidelines.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet deadlines.
- Demonstrate proficiency in Microsoft Office Excel, PowerPoint, and Word.
- Operate a variety of modern office equipment and personal computers in a windows computing environment using standard or customized software application programs appropriate to assigned activities.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.
- Provide continuous effort to improve operations and work cooperatively and jointly to provide quality customer service.

SPECIAL REQUIREMENTS

None

EDUCATION AND EXPERIENCE

High school diploma or GED and one (1) year of customer service experience.

COMPETENCIES**Foundational**

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits

mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.

- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT



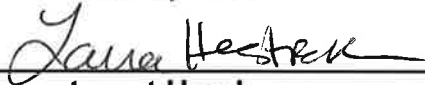
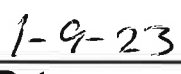

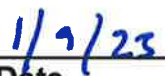
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the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

This work requires regular and punctual attendance at the Library or other assigned locations; this work requires the occasional exertion of up to 10 pounds of force and pushing and/or pulling up to 10 pounds; work regularly requires speaking or hearing and using hands to finger, handle or feel, occasionally requires standing, walking, sitting, reaching with hands and arms, and repetitive motions and seldom requires climbing or balancing, stooping, kneeling, and crouching; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; work has rare possibility of exposure to the following environmental conditions: fumes or airborne particles and exposure to blood born pathogens; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

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 classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date