GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position assists library patrons with researching or locating routine to difficult reference information, developing reading lists, creating bibliographies and responding to inquiries, assists patrons using the public computers, online library catalog other electronic databases, electronic resources, and equipment. Reports to the Supervising Librarian or the Senior Librarian.

There are two (2) levels of Information Services Specialist distinguished by the level of work performed and the level of experience of the employee.

ESSENTIAL JOB FUNCTIONS

Assists Librarians in the planning, development and delivery of programming and public relations efforts such as adult and youth programs, discussion groups, book displays, exhibits, basic handouts and flyers, assists with tours and may represent the Library and its services with community organizations.

Assists library patrons with routine to difficult specialized library services including youth services, reference services, and local/history/genealogical services; conducts reference interviews and research to determine the most efficient method of locating reference information; develops reading lists, readers’ advisory services, creates bibliographies and retrieves hard-to-find library or resource materials; and responds to routine to difficult inquiries in person, by telephone or other electronic means. The Information Services Specialist II assigned to the Law Library is responsible for assisting patrons with legal reference services from both print and non-print legal information resources.

Instructs and assists patrons with the public computers, online library catalog, electronic resources, print and non-print materials, computers and other library technology and equipment. Interprets, explains and applies library policy and procedures to respond to customer concerns.

Uses subject area collection profiles of print and non-print materials in order to evaluate currency, accuracy and condition of items in the library’s collection; identifies weaknesses in the library’s collection and makes recommendations for the purchase of materials to ensure the currency and completeness with the subject areas of the collection.

Processes reserves and provides information to customers about their circulation records and requests materials to meet borrowing needs; searches and updates patron records information; checks materials in and out, and registers customers to maintain an accurate database; counts and reconciles cash receipts and prepares cash deposits. The Information Services Specialist II assigned to the Law Library will be responsible for processing outgoing Interlibrary Loans.
Performs other duties as assigned.

**PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

**REQUIRED KNOWLEDGE**

- **Library/Office Administration** – Some knowledge of varied print and electronic reference resources. Knowledge of a broad range of authors, titles and subjects to assist patrons with varied cultural, intellectual and technical interests and informational needs. Knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment and personal computers.

- **Customer Service** – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of patron satisfaction.

**REQUIRED SKILLS**

- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with Library patrons, employees, and all levels of management to include representatives from other departments and organizations.

- **Time Management** – Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

- **Computer Skills** – Utilizes a personal computer to access the Internet and online library catalogue to assist patrons, as well as library software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.

**REQUIRED ABILITIES**

- **Communication** – Ability to effectively communicate ideas and proposals verbally and in writing, to include the preparation of reports which include numerical information and statistics. Ability to listen and understand information and ideas being presented verbally and in writing. Ability to handle a variety of personal information in a confidential manner.

- **Mathematics** – Ability to perform mathematical calculations involving collection of fees and fines.

**EDUCATION AND EXPERIENCE**

**Information Services Specialist I** – Requires a Bachelor’s Degree in Liberal Arts or Sciences or a related field and 1-2 years related experience or an equivalent combination of education and experience.

**Information Services Specialist II** – Requires a Bachelor’s Degree in Liberal Arts or Sciences or a related field and 3-5 years related library experience or an equivalent combination of education and experience.
ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history check and an acceptable sex offender registry check.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.