



## EMPLOYEE WORK PROFILE

### Part 1 – Position Identification

**Job title: Information Specialist 1**

Work title: **Public Services Specialist**

Level:             Employee             Supervisor             Manager  
Employees supervised:

FLSA Status:  Exempt             Non-exempt            Pay Band: 3

Supervisor Title: Circulation Manager

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### Part 2 – Work Description & Performance Plan

**Organization Objective:** To provide customer service and access to the libraries print and digital collections. To provide patrons assistance in using library computers and technology. Helps ensure library visitors have a welcoming, positive experience.

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**Purpose of Position:** Provide collection access by providing direct services to patrons to meet their information and technology needs. Those services include registration, communication of established policies and procedures, interpretation of basic informational needs, basic computer use assistance, and application of knowledge of the collection, catalogs, and finding aids to allow patrons timely and accurate access and direction in the use of the collection.

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**Competencies required to successfully perform job duties:**

Excellent customer service skills. Curiosity and willingness to learn new skills. Ability to search databases, catalogs, indexes, and reference materials. Good vocabulary for keyword searching. Demonstrated ability to communicate effectively orally and in writing, to interact with a diverse public on a sustained basis. Possesses the ability to reason effectively and make decisions according to policy and procedures. Needs to function as a team member.

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**Education, Experience, Licensure, Certification required for entry into position:** High school diploma required. Basic computer and technology skills required. Experience in libraries, retail, museums, nonprofits,

or other public service positions preferred. Experience using office equipment including copier, computer, and fax machines.

Core Responsibilities	Measures
<p>Provides library services to the public.</p> <p>Percentage of total work: 40%</p>	<p>Registers patrons. Checks materials in and out for patrons. Secures patron data integrity. Assists patrons with photocopying and computer use. Receives payment for library fees. Computes and reconciles daily cash payments. Notifies patrons of holds. Maintains the organization of the circulation desk and other work areas related to patron service. Takes interlibrary loan requests.</p>
<p>Provides basic problem solving assistance to the public.</p> <p>Percentage of total work: 20%</p>	<p>Serves as the first point of contact in the Library. Provides initial guidance and direction to patrons. Interprets and analyzes basic informational needs of a diverse clientele that includes all ages and education levels and persons with limited English language skills. Knowledge and use of a variety of library resources to solve patron queries.</p>
<p>Provides workplace support.</p> <p>Percentage of total work: 10%</p>	<p>Assists in preparing materials for public use. Confers with other staff to interpret and clarify unusual information requests.</p>

Objectives	Measures
<p><b>Agency Values</b></p>	<p>Demonstrates support of the Library’s mission and vision as adopted by the Library Board. Participates in cooperative projects with other staff and volunteers. Provides courteous, timely, and accurate service to staff and patrons according to the highest professional and ethical standards. Understands and executes all Library policies.</p>
<p><b>Behaviorial Competencies</b></p>	<p>Demonstrates support and acts as a model for the Library’s Behavior Policy.</p>

Employee Development
<p>ESPL provides financial support for higher education and continuing education as supported in the library budget.</p>