**Eastern Shore Public Library**

**Job Title:** Information Specialist I

**Department:** Public Services

**Supervisor:** Circulation Supervisor

**FLSA Status:** Non-exempt

**Prepared Date:** September 2023

**Summary**

Assists patrons in use of library services and helps librarians acquire and catalog materials by performing the following duties:

**Essential Duties & Responsibilities**

* Issues patrons’ library identifications, locates and checks out materials to patrons, inspects and cleans returned materials for damage, and records and receives overdue fines.
* Maintains patron confidentiality.
* Reviews records to compile list of overdue books.
* Processes and maintains reserve materials and handles requests for intralibrary and interlibrary loans.
* Transport materials from book drops to library for sorting.
* Sorts materials according to classification code and need for repair and returns materials to shelves, Technical Services, or other designated storage space as appropriate.
* Sorts and shelves new materials.
* Answers inquiries of nonprofessional nature and refers persons requiring professional assistance to appropriate staff.
* Provides general information about library services and facilities.
* Produces handouts and instructional materials.
* Helps patrons in use of public access catalog and discovering online services and resources.
* Assists patrons with copying, printing, and faxing services.
* Assists patrons in use of electronic equipment.
* Designs and prepares exhibits of library materials or other decorations as instructed.
* Updates borrower records as requested.
* Assists with collection development by relaying title requests or recommendations to Technical Services Librarian.
* Answers phones.
* Maintains positive attitude when communicating with customers and staff.
* Participates in evaluating and developing new technology to improve services.
* Participates in leading or assisting with library outreach and programming events.
* Light cleaning and straightening as needed.
* Other duties as assigned.

**Supervisory Responsibilities**

This position has no supervisory responsibilities.

**Competencies**

To successfully perform the duties of this position, an individual should demonstrate the following competencies:

* Use of Technology – Demonstrates required skills; adapts to new technologies, troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up to date.
* Job Knowledge – Competent in required job skills and knowledge; exhibits ability to learn and apply new skills, requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.
* Continuous learning – Seeks feedback to improve performance; pursues training and development opportunities, strives to continuously build knowledge and skills.
* Analytical – Uses reason and experience to complement available data in decision making.
* Design – Applies feedback to modify actions, demonstrates attention to detail.
* Problem Solving – Identifies and resolves problems in a timely manner, gathers and analyzes information skillfully, works well in group problem solving solutions, uses reason when dealing with emotional topics.
* Project Management – Coordinates projects, communicates changes and progress, and completes projects on time and within budget.
* Cooperation – Establishes and maintains effective relations, exhibits tact and consideration, offers assistance and support to co-workers, works cooperatively in group situations, works actively to resolve conflicts.
* Communication – Keeps others adequately informed.
* Customer Service – Manages difficult or emotional customer situations, responds promptly to customer needs, responds to requests for service and assistance, meets commitments.
* Oral Communication – Speaks clearly and persuasively in positive or negative situations, listens and requests clarification when necessary, responds well to questions, participates in trainings and meetings.
* Teamwork – Balances team and individual responsibilities, exhibits objectivity and openness to others’ views, gives and welcomes constructive feedback, contributes to maintaining a positive team environment, supports colleagues’ efforts to succeed.
* Written Communication – Writes clearly and informatively, edits work for spelling and grammar, presents numerical data effectively, able to read and interpret written information.
* Quality Management – Looks for ways to improve and promote quality, demonstrates accuracy and thoroughness.
* Conflict Resolution – Encourages open communications, confronts difficult situations, maintains objectivity, keeps emotions under control, and applies negotiation skills to resolve conflicts.
* Business Acumen – Aligns work with strategic goals.
* Cost Consciousness – Conserves organizational resources.
* Diversity – Shows respect and sensitivity for cultural and experiential differences and promotes a harassment-free environment.
* Ethics – Treats people with respect, keeps commitments, inspires the trust of others, works with integrity and principles, and upholds organizational values.
* Organizational Support – Follows policies and procedures, completes administrative tasks correctly and on time, and supports organization’s goals and values.
* Strategic Thinking – Understandings organization’s strengths and weaknesses and adapts strategies to changing conditions.
* Achievement Focus – Demonstrates persistence and overcomes obstacles.
* Adaptability – Adapts to changes in work environment, able to navigate frequent change, delays, or unexpected events.
* Attendance/Punctuality – Is consistently at work and on time, ensures work responsibilities are covered when absent, arrives at meetings and appointments on time.
* Dependability – Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, completes tasks on time or notifies appropriate person with an alternate plan.
* Initiative – Volunteers readily, seeks increased responsibilities, asks for and offers help when needed.
* Innovative – Meets challenges with resourcefulness, generates suggestion for improving work, and develops innovative approaches and ideas.
* Judgment – Exhibits sound and accurate judgment, supports and explains reasoning for decisions, includes appropriate people in decision-making process, makes timely decisions.
* Planning/Organizing – Uses time efficiently.
* Quality – Demonstrates accuracy and thoroughness, looks for ways to improve and promote quality, applies feedback to improve performance, monitors own work to ensure quality.
* Quantity – Completes work in a timely manner.
* Safety and Security – Observes safety and security procedures, reports potentially unsafe conditions, uses equipment and materials properly.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements lists below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Education and/or Experience – One to two years related experience and/or training or equivalent combination of education and experience.
* Language Skills – Ability to respond effectively to customer, coworkers, and/or supervisor’s questions.
* Mathematical skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
* Reasoning Ability – Individuals must have the ability to solve small, every day library patron service issues.
* Computer Skills – A competent level of keyboarding skills is required. Individuals should have knowledge of ESPL circulation programs, internet browsers, email platforms, Microsoft Word and Microsoft Excel software.
* Physical Demands –While performing the duties of the job, the employee is regularly required to talk and hear. The employee is frequently required to sit and use hand and fingers to handle or feel. The employee is occasionally required to walk, reach with hands and arms, climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Work Environment**

The noise level in the work environment is usually quiet, although occasional events and programs may result in loud noises. Work environment is climate controlled although some programs and outreach events that employee may participate in are held outdoors.

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Employee Signature Date