

Eastern Shore Public Library

Job Title: Information Specialist II – Chincoteague Island Library

Department: Public Services

Supervisor: Circulation Manager

FLSA Status: Non-exempt

Prepared Date: May 2026

Summary

Assist Chincoteague Island Library patrons in use of library services and perform ESPL supervisory tasks

Essential Duties & Responsibilities

- Issue Chincoteague Island Library (CIL) patrons' library cards; maintain and update patron records as needed.
- Locate and check out materials to patrons; clean and inspect returned materials for damage; and record and receive fees.
- Maintain patron confidentiality.
- Assist patrons with computer use, photocopying, printing, and faxing services.
- Help patrons use public access catalog and discover online services and resources.
- Select and submit lists of recommended materials to the Acquisitions & Collections Management Librarian for procurement for the CIL collection.
- Receive circulation reports weekly and monthly; search for materials as needed or requested by ESPL staff.
- Generate and provide statistical reports to ESPL staff and CIL Board as required or requested.
- Work collaboratively with CIL Volunteer Manager and assist with volunteer training.
- Generate and search for lists of overdue books; send overdue notices to patrons.
- Process and maintain reserve materials; handle requests for intra-library and interlibrary loans.
- Empty the book drop and check in materials as needed.
- Sort materials according to classification code and return materials to shelves; identify items in need of repair and send to Technical Services.
- Answer inquiries; refer people requiring additional assistance to appropriate staff.
- Provide general information about library services and facilities.
- Design and prepare exhibits of library materials or other decorations as instructed.
- Assist with collection development by relaying patron requests or recommendations to the Acquisitions & Collections Management Librarian.
- Liaise with the CIL Board President or president's appointed designee.
- Answer phones.
- Maintain positive and respectful attitude when working with and/or communicating with patrons, staff, and volunteers.
- Participate in leading or assisting with library outreach and programming events.
- Light cleaning and straightening as needed.
- Other duties as assigned.

Supervisory Responsibilities

This position supervises the Information Specialist I – Chincoteague Island Library.

Competencies

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

- Job Knowledge – Competent in required job skills and knowledge; exhibits ability to learn and apply new skills, requires minimal supervision.
- Use of Technology – Competent in requisite computer skills and basic library technology.
- Cooperation – Establishes and maintains effective relations; assists others; works cooperatively.
- Communication – Communicates clearly and effectively; keeps others adequately informed.
- Customer Service – Responds promptly to patron needs and requests for service and assistance.
- Teamwork – Contributes to maintaining a positive team environment; exhibits objectivity and openness to others' views.
- Written Communication – Writes clearly, concisely, and informatively; edits work for spelling and grammar; able to read and interpret written information.
- Ethics – Treats people with respect; upholds organizational values.
- Dependability – Arrives to work and work functions when expected, on time, and ready to work; gives proper notice for schedule changes and time off; uses time efficiently.
- Judgment – Exhibits sound and accurate judgment.
- 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 accommodation 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; previous library experience preferred.
- Language Skills – Ability to respond effectively to patrons, coworkers, volunteers, and/or supervisors.
- Mathematical skills – Ability to add, subtract, multiply, and divide.
- Reasoning Ability – Individuals must have the ability to solve small, everyday library patron service issues.
- Computer Skills – A competent level of computer skills is required; individuals should have knowledge of internet browsers, email platforms, Word, and Excel; ability to learn and utilize library-specific programs.
- 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 hands and fingers to handle or feel. The employee is occasionally required to stand, 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.

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; some programs and outreach events that employee may participate in are held outdoors.

Employee Signature

Date