



Public Service Specialist

Department: Public Service

Reports To: Public Service Manager

Hours Per Week: 40 (Full-Time) or up to 32 (Part-Time); including daytime, evening, and weekend hours

FLSA Status: Non-exempt

What You Do

The Public Service Specialist ensures that users receive accurate information and equitable access to Eckhart Public Library's collections and resources in a customer service-oriented environment across the library campus.

Responsibilities include:

- Works at assigned user points of contact to ensure that users receive proper circulation, reference, technology assistance, and readers' advisory services.
- Assists and instructs users with fulfillment of information needs, including the use of print materials, databases, and online resources.
- Assists with resource sharing tasks for all departments through the use of Evergreen Indiana, State Remote Circulation System (SRCS), and Interlibrary Loan.
- Assists with Technical Services and Programming & Outreach tasks across the campus as assigned.
- Other duties as assigned.

What We All Do

Eckhart Public Library is a team. We work together to serve our community, and to carry out our mission: to provide access to diverse information and present opportunities for creativity and discovery at all stages of life.

All Eckhart Public Library staff members are expected to be professional and respectful with colleagues, and to provide great customer service to our users. Staff members must be flexible and ready to adapt to change; passionate about our community and our users; able to respectfully and effectively communicate with coworkers; and enthusiastic about taking risks and learning. All Eckhart Public Library staff members are expected to have a desire and demonstrated ability to serve the public and work with fellow staff members and volunteers with friendliness, tact, and diplomacy. Eckhart Public Library staff must be open to training opportunities by other staff members, and be willing to train others, including staff, volunteers, and users.



Eckhart Public Library takes patron privacy very seriously. All staff members of Eckhart Public Library must have a commitment to handling confidential and sensitive information appropriately.

Eckhart Public Library must make a commitment to protecting and promoting intellectual freedom. Eckhart Public Library strives to provide an impartial environment in which individuals and their interests are brought together with ideas and information spanning the spectrum of knowledge and opinions. The library collection contains materials which provide the community with equitable access to information and materials for lifelong learning, enrichment, and recreation.

All Eckhart Public Library staff members are expected to keep current with trends in libraries as relates to their position, and to keep up with technology competencies required for their position.

All Eckhart Public Library staff members are expected to abide by the library's mission, vision, and staff values; staff handbook; and policies approved by the Eckhart Public Library Board of Trustees.

What You Have

The Public Service Specialist should have proven skills in problem-solving; experience in customer service and reference services; effective communication and interpersonal skills; enthusiasm for public service; a willingness to try innovative practices; and a commitment to customer service.

The Public Service Specialist must be able to master technology competencies needed for the position, including proficiencies in a variety of specialized software and the use of computers and mobile devices. The Public Service Specialist is expected to stay up-to-date on new, relevant, and emerging technologies and trends.

Requirements for this position are:

- Attainment of B.A. or B.S. from an accredited college or university and attainment of Indiana State Librarian 5 Certificate or equivalent for certification by the Indiana State Library, or ability to attain certification within three years.
- Two years of related experience in a position dealing with service to the public.
- Fluent in English, both oral and written.
- Ability to alphabetize and understand alpha-numeric arrangement classification such as the Dewey Decimal System.
- Physical ability to operate computer and mobile technology devices.
- Physical ability to lift 30 pounds and push 60 pounds on wheels.

Desired qualifications for this position are:

- Attainment of Indiana State Librarian 4 certificate or higher. A Master's of Library Science degree from an ALA-accredited school is preferred.
- Experience in a public library setting.



Public Service Specialist
Eckhart Public Library
Approved February 14, 2017

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skills, and abilities required. Eckhart Public Library provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Eckhart Public Library reserves the right to modify this and every job description in whole or in part at any time.