

<b>Job Title: Public Services Specialist</b>	<b>Salary Grade Level: 2</b>	<b>FLSA Status: Non-Exempt</b>
<b>Reports To: Public Services Manager</b>	<b>Part-Time</b>	<b>Team: Public Services</b>

**Eckhart Public Library provides opportunities for access, creativity, and discovery at all stages of life while being progressive and proactive to serve their community's evolving needs.**

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 recreational reading.

### **Job Overview**

The Public Services 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.

### **Essential Functions – What you will do at Eckhart Public Library**

- 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 library campus as assigned
- Promotes the library by the practice of good public relations; works and communicates effectively with the public and other staff members
- Works at public service desks across Library campus
- Performs other duties as assigned

### **Education and Experience Required – What you need**

- Attainment of B.A. or B.S. from an accredited college or university and attainment of Indiana State Librarian 6 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

Preferred:

- Attainment of Indiana State Librarian 5 certificate or higher. A Master's of Library Science degree from an ALA-accredited school
- Experience in a public library setting

### **Knowledge, Skills, and Abilities – What you have**

- Current knowledge of library trends, materials, practices, techniques, and technology; exhibit a willingness to learn other applications as needed
- Knowledge of standard office software such as Microsoft Office applications, including Word, Excel, and PowerPoint

- Excellent organizational skills with a high degree of attention to detail
- Proficient oral and written communication and social skills
- Proven skills in problem-solving
- Experience in reference services
- Willingness to initiate and adapt to innovative practices
- Experience in customer service
- Physical ability to operate computer and mobile technology devices
- Physical ability to lift 30 pounds and push 60 pounds on wheels

## Eckhart Public Library – Who we are

Eckhart Public Library is a team. All Eckhart Public Library staff members are expected to be professional and respectful with colleagues, and to provide great customer service to our patrons. Staff members must be flexible and ready to adapt to change, passionate about our community and our patrons, 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 patrons.

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.

*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.*

## Work Environment

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.

***This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all responsibilities and qualifications required of the job.***

**Date Created:** August 2, 2021

**Date Approved:** August 11, 2021