

FRANCES L. SIMEK MEMORIAL LIBRARY
Job Description

Job Title: Public Services Specialist
Department: General Library
Reports To: Library Director
Prepared Date: 11/14/2003, revised 12/20/2004, Revised July 2015, Revised 2022
Approved By: Medford Public Library Board of Trustees

Summary: Maintains overall operation of the circulation desk. Registers customers for library usage. Checks library materials in and out.

Essential Duties and Responsibilities

General Circulation Desk Duties

1. Works at the circulation desk to check in and out library materials for patrons, receives and records fines and fees.
2. Issues and updates patrons' library cards.
3. Answers library telephone and answers questions regarding book renewal, conference room scheduling and general information.
4. Assists patrons in locating materials and information.
5. Answers simple reference questions and passes on more difficult questions to appropriate resources.
6. Assists patrons in use of other library equipment, i.e., computers (internet, online catalog), microfilm reader, printer and photocopier.
7. Inspects returned materials for damage; sorts returned materials according to classification code and need for minor repair.
8. Returns materials to shelves, files or other designated storage area as needed.
9. Mends and repairs damaged books.

Public Services Duties

1. Contacts patrons via telephone to inform them that materials they special ordered are in, that video or CD cases were empty upon return or materials were damaged and that library materials are long overdue.
2. Keeps records of contributions for memorials and books ordered; prepares plaques for books in collaboration with director.
3. Maintains patron database.
4. Coordinates display and distribution of ephemeral materials: newsletters, tax forms, DNR postings, higher education materials, etc.
5. Coordinates decorating and displays in the library as appropriate depending on the season and library programming.
6. Sorts and routes mail.

Collection Development Responsibilities

1. In collaboration with director, selects, maintains and weeds collections in areas of responsibility: young adult materials, adult paperbacks, and science fiction
2. Assists with processing as necessary; prepares new materials for circulation, including stamping, security stripping and coding.
3. Assists with collection development by recommending titles to appropriate staff.
4. Checks orders for new materials against existing collection, and prepares and expedites ordering.
5. Maintains records of materials and supplies ordered

Other Duties

1. Assists with the children's programming at the library.
2. Assists with computer troubleshooting.
3. In collaboration with director helps maintain social media presence of the library.
4. Other duties may be assigned.

Supervisory Responsibilities

1. Serves as staff in charge as needed.

Knowledge and Abilities

1. Ability to direct and supervise the work of others.
2. Ability to effectively present information and respond to questions from patrons.
3. Ability to operate library business machines properly, which may require knowledge of databases and search methods.
4. Ability to understand library policies and procedures and apply them to library operations.
5. Ability to use computer software and manage computer technology.

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6. Ability to work independently, organize and prioritize work, respond to varied,changing work demands and make decisions as required.
7. Considerable knowledge of library operations, services and materials.
8. Demonstration of good character as determined through a background investigation.
9. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, peers and supervisors.
10. Willingness to maintain skills in above-mentioned areas through active participation in appropriate continuing education activities.
11. Working knowledge of English grammar and spelling.

Physical Demands of the Position

1. Ability to work in confined spaces.
2. Bending, twisting and reaching.
3. Far vision at 20 feet or farther; near vision at 20 inches or less.
4. Fingering: keyboarding, writing, filing, sorting, shelving and processing.
5. Handling: processing, picking up and shelving books.
6. Lifting and Carrying: 50 pounds or less.
7. Mobility: travel to meetings outside library.
8. Pushing and Pulling: objects weighing 60-80 pounds on wheels.
9. Sitting, standing, walking, climbing and stooping.
10. Talking and hearing; use of the telephone.

Mental Requirements

1. Ability to apply technical knowledge.
2. Ability to Comprehend and Follow Instructions: effectively follow instructions from supervisor, verbally and in written form.
3. Ability to deal with abstract and concrete variables.
4. Ability to interpret technical regulations and instructions.
5. Analytical Skills: identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
6. Communication Skills: effectively communicate ideas and information both in written and verbal form.
7. Creative Decision-making: effectively evaluate or make independent decisions based upon experience, knowledge or training, without supervision.
8. Mathematical Ability: calculate basic arithmetic problems (addition, subtraction, multiplication and division) without the aid of a calculator.
9. Planning and Organization Skills: establish systematic methods of accomplishing goals.
10. Problem-solving Skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.
11. Time Management: set priorities in order to meet assignment deadlines.

Environmental/Working Conditions

1. Flexible work hours; frequent evening and weekend hours.
2. Inside work environment.

Equipment Used

Audiovisual equipment, book truck, calculator, CD-ROM work station, computer work station, copy machine, fax machine, telephone/TDD, typewriter.

Education and Experience

1. High school diploma or equivalent.
2. 3 Years Previous Library Experience Preferred