

**Job Title: Adult Services Specialist**  
**Status: Hourly; Non-Exempt**  
**Hours: 12 hours per week; Some evening hours required**

### **Position Summary**

The Adult Services Specialist provides exemplary customer service while facilitating access to a wide range of information resources. They assist patrons in using GALILEO databases and with public access computers. They collaborate with their team to create and deliver a variety of programs and classes to benefit the community. This position reports to the Library Manager.

### **Training and Experience**

Required:

- College degree or college experience
- A minimum of one year of customer service experience

Preferred:

- Public library experience
- Interest in the pursuit of an MLS degree
- Bilingual ability (English-Spanish)

A combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for the position may also be considered.

### **Representative Duties and Responsibilities**

The following duties are normal, but not exclusive or all-inclusive, expectations for this job.

Other duties of a similar nature may be required and assigned.

- Provides reference services to library patrons in person, by telephone, or online.
- Performs customer service relating to the location and use of library services, materials, computers, resources, and related systems; assists library patrons with their information and readers' advisory needs.
- Plans and implements adult programs
- Plans and develops book displays and readers' advisory guides
- Provides computer assistance to patrons
- Upholds all library policies, including the Patron Code of Conduct
- Monitors and responds to the safety and security of library patrons, building, and grounds
- Reports situations according to outlined procedures.
- Represents the library's interests within the community.
- cultural advocates and with adult-serving organizations that serve the community
- Plans and leads the adult summer reading program.
- Upholds all library policies, as stated in the Personnel Policy.
- Meets System expectation to participate in at least two approved off-site outreach programs each year.
- Meets System expectation to complete at least 40 hours of approved work-related training activities during each year of employment.

May also:

- Design and implement publicity for all library programs, including in-house, media, and social media; ensure accessibility and library branding
- Direct operations of the library in the absence of supervisors, being responsible for opening and closing the library.
- Train and oversee library volunteers as assigned.

## **Knowledge, Skills, and Abilities**

### Knowledge of:

- Customer service principles and skills in providing customer service to patrons of all ages, as well as to co-workers.
- General library principles and philosophy.
- Library practices and ARLS policies, procedures, and activities.
- PINES library catalog
- All normal and emergency library building procedures.

### Skills:

- Effective verbal and nonverbal communication, interpersonal skills
- Organizational skills
- Personal computer proficiency

### Ability to:

- Communicate successfully with patrons and staff
- Plan and prioritize assignments and activities.
- Use, understand, and assist patrons with various computer applications.
- Uphold the library's core values; provide external and internal service that is welcoming, committed to excellence, respectful, and that supports the community and co-workers
- Exercise good judgment and make independent and critical decisions using established practices and procedures.
- Answer questions, explain procedures, and enforce policies as needed.
- Use the library's automated catalog/circulation system and assist public and other library staff in its use.
- Gain proficiency in the use of reference interview techniques, GALILEO databases, genealogy methods, and readers' advisory resources.
- Use, understand, and assist patrons with computer applications.
- Keep up-to-date on technology trends and developments, and learn new technologies in a timely manner.
- Maintain regular, predictable, and punctual attendance.
- Prioritize assignments and activities.
- Handle physical demand requirements that are at the level of Medium Work.