

City of Bellingham
Classification Specification - Civil Service or AFSCME

CLASS TITLE	Library Specialist 1
DEPARTMENT	Library
UNION:	114
SG:	7
CS:	No
FLSA:	Y
EE04CODE:	PP

ENTRY/PROMOTIONAL

NATURE OF WORK:

Performs advanced library support work at the para-professional level requiring technical knowledge and skills in an assigned technical area such as Acquisitions, Cataloging, Interlibrary Loan and Processing. Performs public service work and extensive data entry; orders, receives and locates materials; performs research; maintains and monitors records such as serials control, invoices, accounts payable and assigned budget. Uses on-line bibliographic utilities and other cataloging sources, as well as standard software applications such as word processing, database and spreadsheet applications. May provide daily direction and oversight to lower-classified staff and volunteers.

DISTINGUISHING CHARACTERISTICS:

The Library Specialist 1 is the first level in the three-level series of para-professional library support classifications. Positions assigned to this classification perform library support activities in a specialized unit of the Library requiring significant technical knowledge and skills. The Library Specialist 1 is distinguished from the Library Specialist 2 by the latter's responsibility for designing, coordinating and delivering programs and performing public service work with significant, personalized interaction with the public. The Library Specialist 1 is distinguished from Library Specialist 3 by the latter's responsibility for independently coordinating the operations of a branch library on an on-going basis, including coordinating branch facilities and grounds maintenance.

SUPERVISORY RELATIONSHIPS:

Reports to the Head of Circulation or Head of Technical Services. Works independently under general guidance and direction and the guidance of City and departmental policies and procedures. Provides day-to-day direction and training to lower-classified staff and volunteers.

ESSENTIAL FUNCTIONS (depending on area of assignment):

1. Receives and processes interlibrary loan requests from patrons: searches Library, OCLC (Online Computer Library Center) and world-wide sources to locate requested materials; prepares and transmits requests to other libraries; receives requested

- material, verifies accuracy; prepares item for patron; updates patron accounts with charges and borrowing history, as appropriate.
2. Receives and processes interlibrary loan requests from other libraries: verifies availability in our holdings; processes paperwork and material to be loaned to requesting library; submits charges to borrowing libraries as appropriate.
 3. Provides daily direction to assigned staff including scheduling and distributing work, conducting training, and communicating performance concerns to appropriate supervisor.
 4. Performs public service desk activities using an on-line computer system to check out library materials and check in returned materials; processes Library card applications; handles overdue problems; collects fines and cashiers; receives and responds to phone and onsite queries; explains and applies circulation policies.
 5. Receives and processes purchase requests for materials, supplies and equipment: verifies request accuracy; determines appropriate vendor following established criteria; submits orders; receives and processes incoming orders; approves vendor invoices and supervises payment; resolves availability, accuracy, claims, or other issues and problems with vendors.
 6. Monitors fund allocations, including gift funds, and works within a specified budget, communicating budget status and making recommendations to managers and other staff, as appropriate.
 7. Maintains all aspects of serials control including, processing, and claiming. Resolves claims issues, as appropriate.
 8. Catalogs library materials and completes bibliographic records for print and non-print materials: retrieves cataloging records; verifies information; completes record; assigns call numbers; routes cataloged materials for further processing.
 9. Creates updates, corrects and monitors records, files, statistics and reports. Produces informational and statistical reports for professional staff and administration

ADDITIONAL WORK PERFORMED:

1. Provides critical backup in the absence of other positions in the classification or as part of the Circulation Support Team.
2. Completes special projects, as assigned.
3. May process withdrawn materials from collection and updates or deletes holdings from within local and on-line databases.
4. May schedule meeting rooms for use by members of the public or City staff, maintain on-line master calendar for meeting rooms, communicate meeting room policies and procedures to individuals and groups, and arrange for special equipment if needed.

Calculates rental charges; types and mails invoices, statements and delinquent notices as necessary. Receives and records payments.

5. May, in the absence of the Library Administrative Assistant:
 - Record and deposit daily cash
 - Process cash and credit card receipts
 - Collect, count, record and deposit monies from print management, change machine and copiers
 - Collect staff timesheets, check and verify number of hours worked and supervisory signatures, and forward to the City payroll department.
 - Sign for, and retrieve the Library payroll, and distribute to individual staff members
6. May sort daily mail delivery.
7. Performs any duties within the Library Specialist 1 or lower classification and other duties of a similar nature or level.

KNOWLEDGE AND SKILLS:

Knowledge:

- Thorough knowledge and understanding of Library policies, procedures, documentation and protocols as they relate to the area of assignment.
- Working knowledge of the Library's cataloging system and collections.
- Knowledge of basic math and basic bookkeeping principles and practices required for some positions in the classification.
- Knowledge of current trends and techniques relating to area of assignment.
- Knowledge of web-based research procedures and communication techniques.
- Knowledge of filing systems and the ability to maintain accuracy.
- General knowledge of Library collection.
- Familiarity with genres, formats and reading levels.

Skills:

- Interpersonal sensitivity sufficient to recognize the special needs and concerns of children and adults.
- Excellent oral and written communication skills for effective interaction with co-workers, vendors and library patrons, using courtesy, tact, and good judgment.
- Good reading comprehension.

Ability to:

- Apply the policies, procedures and protocols related to the area of assignment.
- Proficiently use the Bellingham Public Library on-line catalog, OCLC database, other bibliographic tools, and Internet search engines.
- Plan and organize workload effectively with accuracy and attention to detail.
- Perform a high volume of work with accuracy and attention to detail.
- Utilize a computer and other standard office equipment for accurate data entry and retrieval, to produce letters, accounting records and reports.

- Work independently, set own priorities, devise own work methods, perform complex duties and follow general Library protocols and procedures with little or no direction received.
- Be flexible and work with frequent interruptions.
- Develop and maintain statistical data.
- Detect print and database errors and make appropriate corrections.
- Remain calm and effective when dealing with disruptive behavior.
- Motivate, train, organize, prioritize and supervise.
- And willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Perform the essential functions of the job. In addition to the usual physical requirements necessary to perform in a library support position, the following abilities are required for all positions in the classification:
- Correctable visual acuity sufficient to read a computer screen and a typeset page.
- The following physical abilities are required for some positions in the classification:
- Reach shelves up to five feet high and at floor level
- Lift and carry library materials weighing up to 20 lbs., often in a confined space
- Push a loaded book truck
- Manual dexterity sufficient to operate standard library and office equipment.

WORKING ENVIRONMENT:

Duties are performed indoors with frequent interaction with co-workers and the public. Work is performed extensively at a computer work station with periods of prolonged sitting or standing. Station is often shared with other staff. Environment includes a normal range of noise and other distractions working around specialized library equipment and standard office equipment.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years of post secondary course work, preferably in library science or library technology with course work in specific area of assignment. Associate's degree or Bachelor's degree preferred for some positions in the classification.
- One year of experience in high volume library support position.
- Experience specific to the vacancy preferred.
- **OR** equivalent combination of education and/or experience that provides the applicant with the necessary knowledge and skills.

NECESSARY SPECIAL REQUIREMENTS:

- Must pass local police and Washington State Adult/Child Abuse records check prior to hire.
- Ability to work evenings, weekends and holidays and to adapt to schedule changes on short notice.

PREPARED BY: Library Support Class Study
Task Force
6/07

REVIEWED BY:
Pam Kiesner,
Library Director