

JOB DESCRIPTION

JOB TITLE: Collection Support Specialist

REPORTS TO: Head of Technical Services

SUPERVISES:

DEPARTMENT: Technical Services

FLSA STATUS: Non-exempt

PAY GRADE: 4

JOB SUMMARY

This position is responsible for ensuring that the library's collections are orderly and accessible by shelving material in its proper location and sequence. The customer support specialist is also responsible for checking in library materials. The position may assist with acquisitions and processing tasks.

ESSENTIAL FUNCTIONS OF THE JOB

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this position. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this job description.

1. Understands and enforces the library's policies and procedures, while safeguarding confidential and restricted information.
2. Understands and follows the library's core competencies.
3. Shelves library materials in proper location and order according to the library's classification system.
4. Maintains order of materials by regularly checking and reading shelves.
5. Retrieves materials from book drops.
6. Inspects and checks in materials.
7. Sorts returned materials on carts.
8. Records receipt of newspapers, stamp for identification and shelves.
9. Runs reports and retrieves materials from printed lists.
10. Performs shelf checks for materials that are overdue, missing or claims returned.
11. Identifies damaged, missing or worn materials and routes to appropriate department for follow up or repair.
12. Inspects and cleans materials and bookshelves.

13. Straightens and cleans public service areas as needed.
14. Attends and participates in library and departmental meetings.
15. Monitors personal work email account at least once per shift.
16. Provides friendly and helpful service to all patrons who enter the library.

OTHER RESPONSIBILITIES

1. Monitors and manages patrons' activities and use of the library in accordance with library policies and procedures.
2. Performs minor repairs on library materials and assists with processing of materials
3. Troubleshoots minor equipment problems.
4. Performs inventory of library materials.
5. Performs opening and closing procedures as required.
6. Attends and participates in, where appropriate, professional and community meetings.
7. Serves on library committees as assigned.
8. Demonstrates functionality of the library catalog including basic searching techniques (keyword, author, title, sort & limit),
9. Applies acquired knowledge to answer in-person inquiries, help patrons locate needed materials, inform patrons of library programs and services and refer patrons to other staff for appropriate assistance.
10. Assists with acquisitions and processing tasks. (Examples include receiving and sorting shipments, labeling materials, filing order cards, etc.)
11. Assists with general library projects. (Examples include proofreading, collating, folding, filing, faxing, sorting, labeling, filing, data entry, etc.)
12. Assists patrons loading and unloading of donated books.
13. Other duties as assigned.

MATERIALS & EQUIPMENT

This position requires the use of a variety of office machines and office equipment including but not limited to computers, various printers, barcode scanner, telephone, copy machine (print/copy/scan/fax), disc cleaning equipment, label maker, paper cutter, box cutter, calculator, shredder, and laminator.

EDUCATION AND EXPERIENCE

1. 16 years of age or older.
2. High School Diploma, G.E.D. or current enrollment in High School.

OTHER QUALIFICATIONS FOR HIRE

1. Ability to work days, evenings and weekends.
2. Computer and keyboarding skills.
3. Access to reliable transportation.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of operations, services and activities of a public library.
2. Ability to learn, follow and communicate library policies and procedures.
3. Ability to meet the expectations outlined in the library's core competencies.
4. Ability to learn the Dewey Decimal System and other library filing systems.
5. Ability to sort and shelve materials in alphabetical and numerical order.
6. Ability to follow written and oral instructions.
7. Ability to work independently in an efficient manner.
8. Ability to plan, organize and prioritize work in order to accomplish quality work in an effective and efficient manner.
9. Ability to follow through tasks to completion.
10. Knowledge of and demonstrated ability to provide exceptional customer service to patrons of all ages.
11. Ability and willingness to work from a team approach by building and maintaining effective and professional working relationships with co-workers across all departments.
12. Ability to communicate clearly and concisely, both verbally and in writing, in English.
13. Ability and willingness to adapt to change and learn new skills and technology.
14. Ability to stay calm, exercise judgment and maintain composure in a busy public service environment.
15. Ability to maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities.

PHYSICAL DEMANDS / WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, however, this position includes physically challenging work including moving heavy carts of books, walking and standing for extended periods.

While performing the duties of this job, the employee is frequently required to stand, walk, move, squat, reach and stretch during the work shift. The employee must be able to bend and kneel to reach books on the bottom, floor-level shelf. The employee must be able to reach overhead and/or use step stool to shelve books weighing up to five pounds. The employee must lift 25 pounds. The employee must transport or move up to 200 pounds of library materials from one location to another by pushing or pulling a wheeled book truck or cart. The employee must lift and transport bags or boxes filled with library materials.

The employee works in an active environment and must be able to move frequently and without delay around the Department and the Library.

Speech and hearing abilities are essential.

Specific vision abilities required by the job include close vision and the ability to adjust focus. The employee must be able to read spine labels on library materials.

The employee must have good hand/eye coordination for gripping and manipulating materials and objects. A keyboard, mouse and scanner are used for inputting and retrieving computer data.

The employee must maintain effective auditory and visual discrimination and perceptions needed for making observations, communicating with others, reading, writing and operating assigned equipment.

Work is performed in a normal office environment where there is little or no physical discomfort associated with changes in the weather or discomfort associated with noise. Occasionally, the employee may be required to work at a location other than the library, including outdoors.