

DeKalb Public Library

JOB DESCRIPTION

JOB TITLE:	Access Services Specialist
STATUS:	Non-Exempt, Full Time
SHIFT:	37.5 hours per week, Sunday-Saturday hours with regular rotation. Must be able to work evenings and weekends depending on library needs.
WAGES:	\$15.68/hour, plus benefits

SUMMARY DESCRIPTION:

The Access Services Specialist contributes to the effective operations of the library by providing direct service to patrons and performing clerical duties such as checking out, sorting, routing, and processing materials. Reports to the Head of Access Services.

DUTIES AND RESPONSIBILITIES:

- Provide friendly, courteous, and accurate service to all library users
- Serve the public at the Circulation desk by checking out and checking in library materials, collecting fines, issuing library cards, explaining policies, etc.
- Answer the library's main telephone number and direct calls to appropriate departments
- Maintain accurate and up-to-date patron files
- Handle monetary transactions with accuracy
- Assist with interlibrary loan procedures, lists, and retrieval of materials
- Shelf library materials, shelf-read and maintain the collection in good order; ensure shelves and public areas are neat and tidy
- Prepare and submit necessary letters, invoices, or paperwork to resolve issues of overdue and lost or damaged items returned, maintain over-due files
- Notify patrons of hold and interlibrary loan materials, or overdue items
- Prepare materials for holds pickup or transit to other libraries
- Empty book drops and process returned items
- Enforce library policies, resolve patron disputes
- Refer patrons to appropriate departments for questions, provide directional assistance upon request
- Participate in regular team communications to discuss and develop procedures, expectations, issues and concerns, library communication, and community involvement.
- Contribute to a monthly report on activities as requested
- Provide staff training to other departments as requested
- Assist with library opening and closing procedures
- Monitor the behavior and conduct of patrons near the Circulation Desk and surrounding areas and intervene as necessary to ensure appropriate conduct
- Share information about and invite community members to participate in library events and activities
- Represent the library at professional meetings, activities, and conferences as assigned; prepare written reports for the Library Director about these events and new learnings
- May participate in the development and implementation of new library services or projects
- Perform other duties as assigned

SKILLS AND QUALIFICATIONS:

- High school diploma or equivalent required
- One year customer service experience required, preferably in a public library

- Fluency in Spanish a plus
- Strong commitment to excellent public service
- Knowledge of general record keeping, library circulation, and privacy practices
- Knowledge of standard library procedures
- Ability to communicate effectively with others, orally and in writing, including through email
- Ability to use a computer, type accurately and with attention to detail, and learn computer programs or software required to effectively perform job duties
- Ability to remain calm in stressful situations
- Ability to establish and maintain effective working relationships with co-workers, patrons, user groups, community organizations, volunteer groups and to serve the public courteously
- Ability to recognize and set priorities, and to use initiative and independent judgment in a variety of situations
- Ability to handle money in an accurate and responsible manner

STATEMENT OF OTHER DUTIES DISCLAIMER:

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this position. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

EQUAL OPPORTUNITY:

The DeKalb Public Library is an equal opportunity employer. There shall be no discrimination or favoritism in employment, recruitment, compensation, termination, upgrading, promotions, or any other condition of employment against any employee or job applicant on the basis of race, ethnic origin, age, sex, gender, marital status, religious belief, disability, sexual orientation, political affiliation, national origin, or any other prohibited class.