Title: Information Desk Specialist

Dept: Public Services
Job Code Number: 20921

Reports to: Supervising Librarian
Grade Number: 13, Represented

Effective Date: March 2014
FLSA Status: Non-exempt

General Position Summary:
Assists patrons with direction and information about library materials, equipment, programs and services. Provides basic information and readers’ advisory assistance. Helps ensure that building maintenance, security and emergency situations are handled appropriately.

Essential Duties/Major Responsibilities:
Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Assists patrons in finding information, books and other materials. Provides information assistance and readers’ advisory services. Refers questions as appropriate.
2. Assists patrons in the use of library resources, equipment and technology.
3. Responds to problems or issues related to patrons, facility, maintenance and parking, as needed.
4. Assists patrons with holds, renewals of material and other circulation duties, as needed.
5. Resolves staff and patron incidents, problems, concerns and conflicts ensuring that the Rules of Conduct are followed or redirects to appropriate source.
6. Promotes, educates and supports the principles of intellectual freedom with staff and patrons.
7. Coordinates scheduling and using facility, including public meeting and study rooms.
8. Directs patrons to appropriate department or area.
9. Promotes and displays materials, services and programs.

Secondary Duties:

1. May assist in maintaining the fiction and media collections.
2. Participates in activities such as committee work, training, staff meetings, etc.
3. Performs other related duties as required or as assigned.
Communication:

The position has frequent contact with the KCLS staff members and library patrons. The position is a primary point of contact for patrons, and communication typically involves exchanging information (understanding customer needs and presenting information intended to help them access and use library services). Communications occasionally contain discussion about confidential or sensitive matters.

Initiative:

The position generally operates from established and well-known procedures and may, on occasion, develop practices or procedures for the information desk. The position is responsible for solving problems that range from patron behavior to parking and building related issues that may affect the entire library facility. The position involves a high degree of complexity requiring the need to assist patrons with a wide variety of questions and problems. The position operates independently with a minimum or supervision. The position frequently encounters new and varied work situations. Decisions are typically made within general organizational policy constraints and guidelines and through discussion with own supervisor.

Accountability:

The position encounters frequent interruption requiring maximum flexibility. The position foresees issues related to the work area and identifies future needs for supplies, equipment and resources. Decisions typically made by this position have an impact within the work unit and may affect other areas of the library. Work is only occasionally checked by a supervisor.

Leadership:

The position is responsible for role modeling and promoting organizational values in work unit and as a representative of the organization to patrons. The incumbent in this position promotes library’s culture and values, and participates in team work to improve library operations.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Bachelor’s degree from an accredited four-year college, plus two years of job related experience and training.
- Three years of library experience that includes customer service, decision making and use of library technology.
- Or other combination of education, experience and training that provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the classification.
Necessary Knowledge, Ability, and Skills:

- Considerable knowledge of customer service techniques in a wide variety of situations and towards a diverse patron population.
- Knowledge of basic informational and readers’ advisory functions.
- Working knowledge of circulation system.
- Knowledge and support of the principles of intellectual freedom.

Ability to:

- Communicate effectively with patrons and staff from diverse backgrounds regarding a wide range of concerns, questions and issues.
- Resolve patron complaints and handle difficult situations involving patrons.
- Evaluate emergency situations and determine appropriate action.
- Provide technical assistance to patrons and staff regarding the use of library technology equipment.
- Troubleshoot and resolve specific computer problems together with individual users.
- Report equipment problems and coordinate solutions.
- Use diplomacy and tact to establish and maintain relationships with employees and patrons.
- Develop and maintain positive relationships with staff and patrons.
- Work a varied schedule, including evenings and weekends.
- Work independently with minimal supervision.
- Organize and prioritize multiple tasks with frequent interruptions.

Skill in:

- The use of computer hardware and software and a wide range of library technology equipment.
- Providing excellent customer service to patrons and staff.
- Participating with others with a team orientation towards others in all activities.
- Troubleshooting building or maintenance problems.
- Utilizing and instructing others in the use of library technology and equipment.

SPECIAL REQUIREMENTS

None.

PHYSICAL DEMANDS

The position requires frequent sitting, handling, grasping, keyboarding, and use of mouse; occasional reaching below shoulder, walking, and neck rotation and bending. It also requires close and distance vision and the ability to adjust focus. Must be able to communicate with staff and patrons. The employee must seldom push and pull up to 35 pounds (e.g., full two-shelf book
cart), seldom lift and carry boxes weighing up to 35 pounds, and frequently lift and carry library materials/equipment weighing up to 10 pounds.

WORK ENVIRONMENT

Work is performed in a library environment with some hectic or demanding situations. The position experiences frequent interruptions and maximum flexibility is required. Varied work hours, including weekends and evenings, which may change periodically, constant standing, extensive close work (eyestrain) and extensive PC monitor work are required. May encounter situations that involve behavioral issues.

Advancement Possibilities:
Librarian or management series positions depending on education, training and experience.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: ___________________________
Director of HR

Final: 3/12/14