



Job Classification Description

PUBLIC SERVICES SPECIALIST VSCSF Bargaining Unit

**Grade 9
Non-Exempt**

BASIC FUNCTION

To perform a wide range of tasks related to library public services.

CHARACTERISTIC DUTIES & RESPONSIBILITIES

- Support interlibrary loan/document delivery functions. Assist with interlibrary loan/document delivery requests. Provide backup Interlibrary Loan staff, performing all the functions related to the interlibrary loan department when necessary.
- Provide circulation services. Provide library public services in person, on the telephone, and by e-mail as scheduled. Provide information and circulation assistance to patrons. Assist patrons with use of computers and other equipment. Quality-check and shelve new items with the support of Student Assistants. Schedule desk coverage, including regular staff and student assistants. Schedule conference room and other public spaces.
- Assist with the hiring, training and scheduling of students assistants.
- Coordinate equipment maintenance. Perform periodic checks and maintenance on equipment, and act as liaison with contract service providers and the college IT department.
- Assist with other public services functions as required, including general office functions, library collection inventory, de-selection of items, and assisting librarians in collection development tasks. Participate in library committees as assigned.

SUPERVISION RECEIVED

General supervision is received from senior Public Services staff or the Director of the Library.

SUPERVISION EXERCISED

Regular supervision of student assistants is exercised.

MINIMUM QUALIFICATIONS

Bachelor's degree plus two to four years of relevant experience or a combination of education and experience from which comparable knowledge and skills are acquired.

- Training or experience using computerized library management systems.
- Ability to effectively serve library patrons in person and online.
- Good reading, writing, math and analytical/problem-solving skills.
- Good general administrative and organizational skills, including ability to use standard productivity software

This general outline illustrates the type of work which characterizes the job classification. It is not an all encompassing statement of the specific duties, responsibilities and qualifications of individual positions assigned to the classification.