

## JOB DESCRIPTION

### IDENTIFYING INFORMATION

Job Title	Program Specialist
Department	Library
Salary Grade	14
Reports To	Library Director
Effective Date	2012

### GENERAL OVERVIEW

Under general supervision performs direct, in-person services to library users associated with dissemination of information and circulation of library materials at the circulation desk and performs technical/ paraprofessional work supporting a program of the library such as technical services, serials management, or library accounts.

### ESSENTIAL FUNCTIONS

Assists library users in finding information and materials in person, or by telephone or other electronic means.

Performs a variety of routine tasks at the circulation desk: checking materials in and out, re-shelving library materials returned, issuing new library borrower's cards, informing users of the status of their library accounts, and collecting overdue fines and lost book fees; repairs books and other materials as necessary.

Teaches library users how to operate the computer reservation and print management computer system; also how to use electronic resources to find information; and how to use office suite software provided on library computers to create letters, resumés, etc.

Answers library users questions with direct reference to electronic or print resources in the library or through referral to persons or entities in the community.

Obtains requested library materials through holds, reservations from another library, or through interlibrary loan.

Processes new and donated items, including books, sound recordings and motion pictures; attaches barcodes; adds protective dust jacket or case, stamps ownership and affixes spine labels making items ready for shelving.

Aids in book purchasing by recording titles requested by the public or from selection sources as assigned.

Empties the bookdrop. Organizes books and materials for return to shelves; sorts by number for shelving; shelves books and DVDs; keeps magazines on rack up to date; straightens books and materials on shelves; shelf reads to maintain order.

Sets up displays.

Assists library director with special projects and general office work including filing and performs other related duties as assigned.

Uses standard English to communicate and basic math including percents and decimals; displays minimal eye/hand/foot coordination to go to people where they are in the library to provide service.

Technical Services focus:

Catalogs materials for addition to the library collection; downloads item records from a bibliographic database for materials or creates bibliographic and item records and enters them into the library's electronic catalog.

Assigns call numbers.

Understands and creates bibliographic records and assignment of subject headings, whether in MARC record- or a successor format.

Determines whether damaged items are repaired or withdrawn; removes discarded items from catalog.

Plans and organizes programs; encourages participation in library programs and events.

Manages circulation desk activities; coordinates work of other staff.

Plans, coordinates, organizes, directs and administers services at a branch location.

Serials Management focus:

Receives serials (magazines).

Adds issue information into automated library catalog for circulation.

Claims missing issues from subscription agent.

Places current issue into magazine cover for in-house use.

Arranges and organizes circulating and back issues; keeps areas where magazines are stored neat.

Follows serials retention policy for disposition of back issues.

Library Accounts focus:

Balances cash on hand weekly.

Allocates of receipts for library fines and fees, faxes, photocopies, and donations on daily (weekly) cash reports.

Prepares report for submission.

Operates vending device connected to computer print management system; removes currency; adds and removes coins weekly or as required; clears jams.

Delivers deposit to finance department.

**KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of books, materials, equipment, and resources in area of assignment  
Working knowledge of the operation principles and practices of a public library and practices of library science.  
Working knowledge of the use of computers including automated library systems, computer software, printers, and other peripheral hardware.  
Creativity and ability to work independently  
Ability to use all assigned equipment with appropriate skill.  
Ability to plan and coordinate successful programs and services relating to assigned collection of materials.  
Ability to assess and assist patrons of all ages and demographic groups.  
Ability to communicate effectively in oral and written forms; confidence and poise to speak before groups.  
Ability to establish and maintain effective working relationships with other employees, volunteers, officials and the general public.  
Ability to utilize a variety of systems and methods to acquire materials or provide services requested by patrons.  
Ability to assimilate information in written and spoken form and produce reports, lists, or forms in prescribed format.  
Ability to judge from readily observable functional, structural, or composite characteristics of data, people, or things to determine whether similar or divergent from obvious standards and the implications for interaction.  
Common sense ability to carry out detailed, straightforward instructions involving a few concrete variables.

**EDUCATION AND EXPERIENCE**

Library and information technology associate degree preferred; 2 or more college level accounting courses preferred; high school graduation required; 1 to 2 years work experience in a public library preferred; OR any equivalent combination of training and experience that provides the required knowledge, skills and abilities.

**SPECIAL REQUIREMENTS/CERTIFICATIONS**

Possession of a valid North Carolina driver's license may be required for some positions.

<b>PHYSICAL REQUIREMENTS</b>	
Never	0
Seldom to Occasionally	Less than 1/3 of time
Occasionally to Frequently	1/3 to 2/3 of time
Constantly	Greater than 2/3 of time
<b>Use the definitions above to designate the amount of time spent performing the physical activities below.</b>	
Sitting	Occasionally to Frequently
Standing / Walking	Occasionally to Frequently
Lifting / Carrying	Occasionally to Frequently
Climbing	Seldom to Occasionally
Reaching	Constantly
Stooping / Squatting	Occasionally to Frequently
Kneeling	Occasionally to Frequently
Bending	Occasionally to Frequently

<b>OTHER CRITICAL/PHYSICAL DEMANDS</b>
<p>Must be physically able to operate a variety of machinery and equipment including office equipment.</p> <p>Sustained posture in a standing, walking or seated position prolonged periods and performing lifting, crouching, and pushing is required.</p> <p>Prolonged use of computer equipment is required.</p> <p>Must be able to exert up to 50 pounds of force occasionally, and/or up to 25 pounds of force frequently, and/or negligible amount of force constantly to move objects.</p>

*Revised August 2012*