

S P O K A N E   C O U N T Y   L I B R A R Y   D I S T R I C T

<b>Job Title</b>	Public Services Float		
<b>Reports to</b>	Assistant Library Manager	<b>Supervises</b>	N/A
<b>FLSA Status</b>	Eligible for overtime	<b>Remote Work Status</b>	Not eligible for remote work
<b>Revision Date</b>	March 2025	<b>Compensation Band</b>	A3
		<b>Specialty Pay</b>	\$1. <sup>00</sup> /hour worked
<b>Working Hours</b>	While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends.		
<b>Required</b>	Background & driver license check		

<b>Job Overview</b>
With limited supervision, this position covers absences and emergent staffing needs at any of the District's facilities to provide direct service to library customers.

**Qualifications**

The ideal candidate will be able to build relationships at all levels, have three years of customer service experience, with at least one year of customer service experience in a public library setting.

The District may accept an equivalent combination of education and experience in lieu of the above.

Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to library services
	Communicate effectively with staff and customers
	Establish and maintain positive team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds
	Follow directions and work quickly and accurately to meet deadlines
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support system wide policies, procedures, and services
	Maintain confidentiality of customer information
	Model behavior for high levels of service
	Speak publicly in order to execute District programs and represent the District to community groups
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings
	Use initiative, problem-solving skills, and sound judgement
	Work with and troubleshoot office machines, such as copiers
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Dewey Decimal system of classification
	Library services and resources
	Microsoft Office and other software applications
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes

**Job Duties**

*The duties listed are intended only as illustrations of the 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.*

Provides front-line customer service:

- Assists customers with material check out; may deliver materials to customers at District locations (curbside service).
- Issues/renews library cards and updates customer information.
- Performs readers' advising and information services in response to customer inquiries.
- Responds to customer inquiries regarding library services and operations; resolves routine complaints; refers inquiries or issues to other departments or staff as appropriate.
- Instructs customers in the basic use of library equipment and technology, including, but not limited to:
  - Logging in and out of public computer and printing stations.
  - Accessing library account information and paying fines and fees online.
  - Searching the library catalog and placing holds, searching online databases, and using online learning tools.
- May assist customers in the use of personal technology devices.
- Receives and processes money received from customers; may perform cash reconciliation as assigned.
- Places holds and retrieves items placed on hold for customers.
- Reserves meeting rooms and/or computer stations for customers.

Inspects returned materials for damage; may assess damage charges and complete the customer billing process.

Processes and prepares materials for shipment; processes items for holds pickup.

Enforces the Code of Conduct.

Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary.

In addition, this position may:

- Conduct, present, and host established library programs and events; may prepare for programs by selecting activities, materials, and crafts from a pre-determined list.
- Clean & disinfect work and public areas of the library.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.
- Prepare the library for opening & closing

Performs other duties as needed or as directed

**Work Environment**

Work is performed in a library environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

**Physical Demands**

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or hand truck.

**Psychological Demands**

Make decisions, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.