



JOB DESCRIPTION

Title: **CUSTOMER SERVICE LIBRARIAN**
Department: Library
Class Code: 5430
FLSA Status: Non-Exempt
Effective Date: September 25, 2017 (rev. 09/2025)

GENERAL PURPOSE

Under the direction of the Library Director, coordinates customer service including public service, planning, and training.

ESSENTIAL DUTIES

- Supervises the library service aides and schedules all aspects of customer service, including the service desk, programming and staff meetings for optimal customer service.
- Provides direct public service at the service desk, including policy explanation, complaint resolution, problem solving, patron registration, fine collection, and the circulation of materials.
- Facilitates training for all staff in matters relating to customer service, including Integrated Library System use, equipment use, e-resources use, website and database use and patron computer use.
- With the Library Director, evaluates services, develops procedures, recommends policies, establishes work priorities, plans improvements and establishes consistent training programs.
- Participates as a member of the library management team.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- Completion of a bachelor's degree and related public service experience, or previous public library experience, or an equivalent combination of education and/or experience which provides the required knowledge and abilities.

Special Requirements

- Must be willing to work evenings and Saturdays.

Necessary Knowledge, Skills and Abilities

- Fundamental knowledge of Integrated Library Systems.
- Ability to quickly learn technical procedures using documentation, training, and customer service support and provide understandable interpretations of procedures and policies.

- Ability to analyze, research, and solve technical problems, using initiative and vendor technical support.
- Ability to assess, organize, and resolve training needs and to explain complex technical procedures to staff and public with patience, thoroughness, and reinforcement.
- Ability to resolve public concerns and difficulties related to the ILS with tact, courtesy, and good judgment.
- Ability to schedule the work of others and to establish and maintain effective working relationships.
- Outstanding human relations and communication skills.

TOOLS & EQUIPMENT USED

- Personal computer, network printer, photocopier, fax machine and all library software related to job duties.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to stand, sit and talk or hear. The employee is required to use hands to manipulate, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus to both print and electronic text.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is generally quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____