

# CITY OF CHATTANOOGA

## Classification Specification Title: Library Services Specialist

**Department: Public Library**

**Pay Grade: GS.06**

**Supervision Received From: Multiple**

**FLSA Status: Non-Exempt**

**Supervisory Responsibility For: None**

**Established: 11/19/18**

**Revision Dates: 8/13/25;**

**4/02/25; 1/28/25; 12/15/23;**

**10/20/23; 1/11/23**

### CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for representing the Chattanooga Public Library by applying specialized knowledge to provide excellent internal or external customer service in assisting patrons or executing Library operations. Work requires limited supervision.

**SERIES LEVEL:** The Library Services Specialist is a stand-alone position.

### ESSENTIAL FUNCTIONS:

*(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Delivers consistently excellent customer service while supporting the Library mission to be the community's catalyst for lifelong learning through inspiring communication, integrity, and passion.

Displays professional acumen by being knowledgeable about Library industry practices, services; and patron-facing consumer and prosumer hardware, software, and other technology.

Internalizes the mission by taking the initiative to self-educate in professional development and skills.

Advances the mission using common sense and critical thinking to achieve goals while amplifying team coherence.

Proposes improvements to Chattanooga Public Library operations and services.

May serve as designated shift leader on duty to coach and motivate other Library staff while upholding a culture which builds exceptional internal and external customer experiences.

Cross-trains in all Library Departments.

Enforces policies and procedures while balancing patron needs with administrative requirements.

Proposes, develops, promotes, implements, administers and evaluates specialty programs and services; relates materials and displays to promote the library and associated programs.

May process forms for passport application processes, following established guidelines and regulations set forth by the U.S. government. May operate as Notary Public.

Operates any necessary devices and machines in the course of Library operations including postage processing and foodservice equipment.

Participates in operation-wide inventory management.

Assists patrons by providing solutions to informational requests and evaluating resources in order to match information needs with reference and/or advisory materials.

Performs circulation desk activities including checkout and renewal of material, issuing library cards and collecting money for fines.

Processes inter-library loans for patrons with applicable state or national libraries; manages and maintains related databases.

Trains patrons in the use of electronic reference sources by providing guidance and instruction for both general and specific requests; enables patrons to operate equipment and meet their informational needs; troubleshoots problems or instructs patrons in the use of software and hardware.

Evaluates the informational utility of various online sources for referral to library patrons including researching relevant professional literature.

Plans, prepares, and maintains displays/exhibits to promote the circulation of materials, books and/or other related items.

Sorts and shelves library material; reads shelves; weeds and discards library material; empties book drop and processes returned material.

Recommends material to be purchased.

Ensures completeness and accuracy of the bibliographic record.

Monitors and maintains databases in assigned areas of responsibility.

Prepares and compiles a variety of statistics related to library operations in the assigned area of responsibility.

Understands performance metrics and makes an effort to improve them.

Participates in a variety of meetings, committees and/or other related groups in order to receive and convey information.

Travels to various locations to present programs and services. Listens to feedback and takes constructive action.

Gives basic direction and feedback to other Library employees.

Prioritizes patrons and tasks with attention to detail. Communicates effectively at all levels.

Considers the impact of actions on an individual, team and the organization.

Actively participates in the Library Safety Program.

Promotes, collaborates with and directs patrons to other public and community resources.

Performs regular cleaning of building facilities, including sanitizing work surfaces, cleaning shelves, sanitizing children's toys, vacuuming, emptying trash and recycling bins.

Participates in Staff/Summer Picks program to select annual titles for inclusion; this is a yearlong process and includes staying abreast of current practices and trends in publishing; reading new or forthcoming titles for nomination process; reading and evaluating nominated titles; finalizing language for publication of booklists.

Prepares daily cash register drawers, processes daily deposits, processes weekly coin-operated deposit, and other financial processes.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

May be assigned or reassigned to any division within the department.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

**When Working in the Collection Services Department:**

Answering online patron-submitted requests for purchases of library materials. Creating and submitting purchase orders of library materials to vendors.

Receive deliveries from various vendors and services such as USPS, UPS, and Fedex. Process invoices for library materials purchased.

Ensure completeness and accuracy of bibliographic and item records through original and/or copy cataloging with the use of cataloging software.

Deprocess damaged library materials and maintain reports for deleted items.

Evaluate, clean, and create reports of library materials with infestation.

Fill out asset disposition forms for surplus of inventory materials.

Updates inventory records as needed. Travel to various library locations to assist library staff with surplus materials or inventory of programming/office supplies.

May verify the accuracy of funds that accompany daily deposits from all library locations, and prepare documentation for the purpose of reporting to the City Treasurer and Finance Department.

Manage library supplies to be distributed to other library locations.

**When Working in the Makerspace:**

Makerspace Specialists demonstrate the creativity, curiosity, and collective knowledge of the 4th Floor Makerspace.

Stays on top of current trends in maker technology and equipment, as well as educational trends to incorporate into hands-on, accessible public training.

Trains on how to maintain and demonstrate makerspace equipment and software. Learns and maintains proficiency in complex technical systems through formal and informal training methods.

**When Working in the Local History Department:**

Ensures broad access to unique collections by participating in digitization efforts, including scanning collection materials and generating metadata according to established standards and specifications, and working with content management systems to maintain and deliver digital content.

May provide support for collections accessioning, processing, and cataloging activities.

**When Working in the Outreach Department:**

Must be willing to complete training for and operate City Designated Vehicles including the Pop-Up Library van. Support outreach requests that include, but are not limited to, the following: Library Resource Presentations, Off-site Programs, Event Tabling, and Pop-Up Library services.

The Outreach LSS will be responsible for supporting outreach requests as assigned by the Outreach Coordinator. This may include attending outreaches without another staff member, depending on attendee expectations.

**MINIMUM QUALIFICATIONS:**

High School Diploma or GED and at least four (4) years of any combination of relevant education, training or experience sufficient to perform the essential duties of the job will be considered.

Preferred experience for Library Service Specialist positions include one to two years serving the public, working with children, in ordering and cataloging materials, instructing the public in the use of makerspace equipment, and creating and delivering library programming.

Depending on the assigned area, must be qualified to become a passport agent within six (6) months of hire.

Depending on the assigned area, examples of preferred experience for Library Service Specialist positions include one (1) to two (2) years serving the public, working with children, or in ordering and cataloging materials.

**HOURS AND SCHEDULE:**

The Outreach LSS may be required to work outside of normal hours of operation. Schedule and location of work assignments will vary and are contingent on outreach requests.

**LICENSING AND CERTIFICATIONS:**

A valid Driver's License, depending on assigned area.

#### KNOWLEDGE AND SKILLS:

Knowledge of library science practices; customer service principles, middle to advanced level knowledge of the use of cloud computing, teleconferencing, and media production software and devices; advisory and reference resources; bibliographic formats and standards; general knowledge of professional librarianship cataloging rules and resources including databases; database management principles; educational concepts and standards, reference materials, techniques and practices; print and online reference sources. Skill in prioritizing work; the use of computers and mobile devices; significant accuracy and strong attention to detail; conceiving and creating technical training and educational content; managing and maintaining databases; providing customer service; evaluating information sources for reliability, accuracy and appropriateness; performing computer and device troubleshooting; retrieving, organizing and disseminating information; conducting informational searches; prioritizing, organizing and managing multiple simultaneous projects; reading, applying and explaining rules, regulations, policies, and procedures; preparing clear and concise reports; gathering and analyzing information; skill in interpersonal communication with coworkers, supervisors and patrons sufficient to provide a high level of customer service receive complex work direction, and collaborate at a high level.

Knowledge of emerging trends in technology, industry, and the arts. Skill in translating complex systems and processes into easy to follow instructional lessons in person and through documentation.

Collaborative and engaging communication, internal and external. Ability to learn new skills quickly and troubleshoot problems, foreseen and unforeseen. Ability to train on, update, and maintain software for use with makerspace equipment including the entire Adobe Creative Suite, equipment-specific software for specialty printers and cutters, and any new software downloaded to makerspace computers and tablets. Excellence in hands-on and self-directed learning.

#### PHYSICAL DEMANDS:

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

#### WORK ENVIRONMENT:

Medium Work: Exerting up to 45 pounds of force occasionally, and/or up-to 20 pounds of force frequently or constantly.

#### SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.