CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 901.7

Job Title: **LIBRARY SERVICE SPECIALIST**

Pay Grade: 13

GENERAL SUMMARY:

Performs paraprofessional library work in various library functions such as programs (youth, adult, technology), circulation, specialized public service, general reference and technical processing.

RESPONSIBILITIES:

- Connects customers to the information they seek within a broad field of knowledge under the guidance of a manager or professional librarian in person or over the phone.
- Reviews needs of library customers, determines search strategy, and identifies appropriate information source.
- Interprets and teaches the use of catalogs, databases, online resources, etc. in response to customer's informational needs.
- Performs circulation duties including check-in and out, processes holds and new materials, shelving, applications, interlibrary loan requests and explains library fines and fees.
- Locates materials that are not available locally.
- Assists with community relations activities and programming.
- Establishes and maintains unit files and indexes, inputs data for computerized information retrieval.
- Performs other duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor's degree.

EXPERIENCE:
No experience is required.

Related professional/paraprofessional experience may be substituted for the education requirement on a year-to-year basis.

SUBSTITUTIONS:
Associate's degree and two years of professional/paraprofessional experience in library, information services, or education may be substituted for the education requirement.

OR

SPECIFICATIONS: (continued)

Four years professional/paraprofessional experience in library, information services, or education may be substituted for the education requirement**.**

COMPLEXITY:
Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

IMPACT OF ACTIONS:
Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under close supervision of simple routine duties to ensure completion; or tasks are so highly routine that they may simply quire following standardized instructions without continuous direct supervisory observation.

SUPERVISION EXERCISED:

Direct Supervision:
No direct report employees

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with the clerical and technical staffs and occasionally with professionals and supervisors. Interaction involves routine information exchange and/or simple service activity requiring common courtesy, e.g., answering questions, giving directions in response to simple requests.

External Contacts:
Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires routine information exchange and/or simple service activity that requires common courtesy, e.g., directing calls, and answering simple questions.

PHYSICAL EFFORT:
The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:
There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description.

JOB FAMILY:
Library Service Specialist
Senior Library Service Specialist
Library Service Supervisor

Effective: October 1990
Revised: April 2017
Revised: February 2025