

LARAMIE COUNTY LIBRARY SYSTEM
JOB DESCRIPTION

Job Title	FLSA Status
ADULT SERVICES SPECIALIST	NON-EXEMPT
Division	Pay Grade
ADULT SERVICES	28

JOB SUMMARY

The primary role of the Adult Services Specialist is to serve the public in their use of library resources. Works closely with other Adult Services employees and employees in other divisions to provide reference services, manage nonfiction collections, present events for adults, and deliver a variety of specialized services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Takes ownership of their performance, development, and accomplishments.
3. Promotes teamwork within the division and Laramie County Library System (LCLS).
4. Serves on system-wide teams and represents LCLS in the community as assigned.
5. Participates in professional activities on a local, state, and regional level as assigned.
6. Directs volunteers for events and Adult Services activities as assigned.
7. Works non-standard hours, including evenings and weekends.
8. Works quickly, effectively, and accurately within tight deadlines.
9. Works at the Greeter Desk as assigned.
10. Performs other related and necessary duties as assigned.

CUSTOMER SERVICE

1. Provides exceptional customer service.
2. Maintains knowledge of procedures and policies of LCLS and the Adult Services Division. Interprets and applies policy in order to make decisions regarding patrons and procedures.
3. Observes patron behavior in relation to the Code of Conduct. Follows guidelines for applying standards and consequences. Enlists assistance from other employees, managers, administration, security, and law enforcement as needed. Reports violations in a timely and professional manner.
4. Cross-trains and works at other public service points as assigned.

REFERENCE & COLLECTIONS

1. Works at the third floor public service Ask Here Desk, including answering reference questions, assisting patrons, and spending an appropriate amount of time away from the desk (roving), using established procedures. Meets patrons at their point of need.
2. Trains and assists patrons in using the library catalog, placing holds and interlibrary loan requests, checking out items, and using computers and other technology.
3. Develops a diverse and thorough knowledge of the adult nonfiction collection.
4. Manages assigned areas of the nonfiction collection, including purchasing, evaluating, and weeding. Works with division manager and cataloging employees to classify items.
5. Manages access to and assists in use of Special Collections, business services (L2B), and third floor meeting rooms and study rooms.

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6. Provides proctoring services. Registers as a Notary Public and provides notary services.
7. Assists participants in the Summer Reading Challenge (SRC), including promoting SRC to patrons, registering participants, updating the SRC database, and distributing prizes. If assigned, works with the SRC planning team.
8. Assists patrons using the Seed Library of Laramie County (SLLC). If assigned, assists the division manager with preparing and organizing SLLC activities, materials, and events.
9. If assigned, manages government and public documents collection, creates displays and finding aids, and/or assists with purchase suggestions.

EVENTS

1. Works with the Adult Services Events Coordinator to plan and implement events for adults. May include locating partners and developing Memorandums of Understanding (MOUs); creating presentations; scheduling event spaces; communicating needs for set-up, volunteers, refreshments, supplies, promotion, and/or AV and IT assistance; introducing partners and welcoming participants to events; soliciting feedback from participants; cleaning up after events; and submitting receipts and event statistics to the Adult Services Coordinator.
2. Proposes event ideas, manages individual event budgets, and collaborates on planning, implementation, and scheduling with the Adult Services Events Coordinator and division events team. Suggests innovative solutions to issues involving adult events.
3. If assigned, plans and implements events to enhance exhibitions or projects received by LCLS in consultation with the Adult Services Events Coordinator, the Events & Exhibitions Manager, and other relevant employees.
4. If assigned, plans and implements outreach events and programs for adults.

MINIMUM REQUIREMENTS

- Bachelor’s degree from an accredited college or university; and
- 1 year of relevant experience; or
- The equivalent combination of education and experience.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Current driver’s license valid in the State of Wyoming or the ability to obtain one within six months of hire date. Reasonable accommodation upon request.
- Proficiency with a variety of software programs and systems related to the operations of the library.
- Working knowledge of public library operations.
- Public speaking skills.
- Proficiency in applying good customer service and decision-making skills.

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- Ability to work with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks.
- Ability to speak, read, comprehend, and write the English language.
- Ability to work flexible work schedules, including evenings and weekends.

REPORTING RELATIONSHIPS

Reports to: Adult Services Manager unless assigned to the Adult Services Assistant
 Manager/Special Collections Librarian

Supervises: None

PHYSICAL EFFORT AND WORKING ENVIRONMENT

The essential duties and responsibilities of this job require the employee to move or manipulate moderately heavy equipment, boxes, carts, files, and stacks of material from one location to another. Reasonable accommodation upon request.

LAST REVISED: 5/2024