



Library Services Specialist II #03297

City of Virginia Beach – Job Description

Date of Last Revision: February 4, 2026

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 17

City of Virginia Beach Organizational Mission and Values

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Requires a broad knowledge of customer service, knowledge of library operations, services, and materials. Provides information, reference assistance, and circulation services to library customers and promotes the library's collection and services through tours and other activities.

Representative Work Functions and Responsibilities

- Answers customer inquiries in person, virtually, and via the telephone.
- Performs circulation functions, including account maintenance, issuing library cards, cash handling, checking library materials in and out, managing holds and interlibrary loan requests, and processing incomplete or damaged items.

- Interprets, explains, and applies library policies and procedures to respond to customer concerns.
- Facilitates library customers' requests for information. Conducts reference interviews with customers to clarify information needs. Develops appropriate search strategies and identifies appropriate resources to respond to customers' requests.
- Performs information searches using search engines, online databases, the library catalog, and print resources.
- Assists and instructs customers in the use of library technology. Assists customers with their personal mobile devices and laptops. Accesses library digital services, applications, software, and emails.
- Assists with making collection recommendations and performs collection maintenance using reports.
- Shelve library materials accurately and in a timely manner.
- Plans and prepares exhibits and displays, leads tours, and participates in outreach that increases community awareness of library services and resources.
- Assists with planning and presenting library programs.
- Collects and inputs data that will measure the impact of library services.
- Participates in departmental strategic teams to develop system policies and procedures.
- May supervise volunteers, serving as a Volunteer Resource Manager.
- Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on the current workloads and department needs.

Performance Standards

- Staffs and maintains a public service desk to provide excellent customer service.
- Demonstrates positive and courteous relationships with customers and staff to facilitate the operations of the branch.
- Uses discretion and tact when dealing with customers and staff.
- Uses independent judgment, insight, and reference interview techniques to analyze and identify the information needs of customers, responding efficiently and accurately.
- Prepares and maintains forms, files, and records to ensure current and accurate data.
- Maintains library collection to provide attractive up-to-date materials for customers' use.
- Maintains ongoing knowledge of reading trends.
- Develops strategies to maintain an ongoing knowledge of electronic resources and hardware.

- Demonstrates flexibility and adapts to the changing ways in which customers interact with information.

Minimum Qualifications

- High school diploma or GED and a combination of higher education and/or experience equivalent to two (2) years in a customer service/library related field utilizing the required knowledge, skills, and abilities.

Special Requirements

- Must be available to work evenings, weekends, holidays, and overtime when required to meet operational needs.

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position level both internally and externally with all posted open positions.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

DISCLAIMER:

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.