

Public Service Associate (Library Associate 1 – LA1)

Position Description:

This part-time, hourly position works under the supervision of the Assistant Director / Adult Services Manager to assist with general library operations. Responsibilities include working with the public and library staff, staffing the public help desks, offering reference assistance and reader's advisory, performing circulation duties, and other related duties as required.

Position Specific Responsibilities and Expectations:

- Staffs the public help desks
- Provides quick, correct, and professional answers for basic to intermediate patron inquiries using online resources and physical collections
- Offers reader's advisory to patrons with suggestions and advice for individual reading and watching preferences
- Assists patrons with basic use and navigation of computing resources (e.g. online catalog, printer/copier, computers, and Internet)
- Assists patrons in using all library services
- Provides circulation services including patron accounts, checkouts, renewals, holds, payments, etc.
- Also takes guidance from Circulation Manager, and works cooperatively with Circulation Associate

General LA1 Responsibilities and Expectations:

Customer Service

- Provides accurate and consistent access to information, materials, services, and programs to patrons and co-workers in a timely manner and with a good attitude
- Makes accurate referrals to co-workers, supervisor, and other community agencies as appropriate
- Interprets policies and procedures to public in a customer-responsive manner
- Relays patron concerns appropriately to staff and/or Director in a timely manner

Library Operations

- Observes safety policies, health emergency policies and procedures, and other emergency procedures
- Observes library policies and practices
- Identifies problems and reports appropriately to library staff and/or Director
- Operates all office equipment and performs necessary office procedures utilizing printer/copier, telephones, and others as appropriate
- Operates library equipment including computers, DVD player, projector, screens, and others as appropriate
- Follows all opening and closing procedures when assigned
- Performs variety of duties supporting the overall operation of the Library as assigned

Professionalism

- Maintains working knowledge of materials collections, services, and programs
- Attends workshops and trainings as appropriate
- Participates in staff development activities as appropriate
- Continually strives to increase job-related skills and knowledge
- Shares professional information with co-workers
- Adheres to library standards for conduct and work performance as well as ALA Code of Ethics and Bill of Rights

Teamwork

- Works cooperatively with co-workers, volunteers, and supervisor
- Displays flexibility in working with others
- Effectively communicates with co-workers
- Takes initiative
- Makes suggestions for solutions to problems
- Participates constructively in meetings
- Recognizes co-workers and volunteers for work well done

Minimum Qualifications:

- High school diploma or GED
- Two years customer service experience
- Strong verbal skills
- Ability to work with the public in a pleasant manner and effectively resolve service issues using sound independent judgment
- Strong aptitude for working with PC and Internet applications
- Required to pass a background check

Preferred Qualifications:

- College degree
- Successful experience in public library service