

POSITION DESCRIPTION
GRANVILLE PUBLIC LIBRARY
An Equal Opportunity Employer

Job Title:	PUBLIC SERVICES ASSISTANT
Last Update:	02/09/2022
Departments:	Public Services
Immediate Supervisor:	Public Services Manager
Positions Supervised:	None
Employment Categories:	Part-time, nonexempt, support staff

JOB RESPONSIBILITIES:

Under general supervision, the Public Services Assistant provides customer service to library patrons by checking in and checking out materials, registering new patrons, assisting with the maintenance of patron accounts, answering basic reference and directional questions, and forwarding other requests to the appropriate department(s). This position is also responsible for shelving library materials and for contributing to a user-friendly and orderly environment in the building.

QUALIFICATIONS:

- High school diploma or GED, and
- One (1) year of paid work experience performing general clerical duties in an environment characterized by frequent interruptions while serving the general public, or
- An equivalent combination of education and experience.
- Two (2) years' college coursework or work experience in a library is highly desirable.

PHYSICAL DEMANDS:

Frequent standing, walking, climbing stairs, and lifting or pushing moderate to heavy items (6-40+ pounds).

An individual who poses a direct threat to the health and safety of himself/herself or others in the workplace will be deemed not qualified for this position.

KNOWLEDGE OF:	SKILLS AND ABILITIES TO:
<ul style="list-style-type: none"> ▪ Basic library policies and procedures* ▪ Dewey Decimal Classification system* ▪ Library automation systems* ▪ Common office equipment including personal computers, photocopying and fax machines, multi-line telephone system ▪ Computer software such as word processing programs ▪ Email programs ▪ Basic Internet search techniques 	<ul style="list-style-type: none"> ▪ Develop and maintain effective working relationships with supervisor, staff, and the public ▪ Interact and respond appropriately to patrons of all ages ▪ Arrange items in alphanumeric or subject order ▪ Retrieve and manipulate data via computer ▪ Operate personal computer and word processing software ▪ Perform accurate data entry ▪ Keyboard/terminal - extended time ▪ Deal with difficult situations effectively ▪ Work flexible hours including weekends and evenings ▪ Work independently ▪ Work in an open environment with frequent interruptions ▪ Work on multiple tasks simultaneously ▪ Communicate effectively in written and oral form

* May be acquired within a reasonable time after hire

% of Time	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this position. Incumbents may perform any or all of the listed tasks. The percentage of time allocated to each group of duties is approximate.)
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65% PUBLIC SERVICE

- Answers telephones and greets visiting patrons
- Circulates and renews library materials on automated system
- Accepts payments for lost items, printing, and faxing services
- Locates library materials for patrons using online catalog and places requests when appropriate
- Answers basic ready-reference questions, referring patrons to other departments for in-depth assistance
- Creates new patron accounts and issues new or replacement library cards; updates patron information in computer system
- Provides directional assistance
- Assists patrons in using library copier, public PCs, and other equipment
- Handles patron complaints and forwards to supervisor as needed
- Monitors patron usage of library facilities and takes a proactive approach in helping them find what they need (even if they are not actively asking for assistance)
- Notifies patrons when library materials are available
- Communicates library policy to patrons
- Assists at other service desks as needed

30% **MATERIAL HANDLING AND PROCESSING**

- Shelves library materials; maintains orderly shelving
- Inspects returning items for overall condition and missing and/or damaged parts
- Packs and unpacks library materials coming from and going to other libraries
- Assists in the processing of new materials as needed
- Assists in the weeding of outdated and/or damaged materials
- Retrieves items requested by patrons at other libraries and runs daily reports as needed

5% **MISCELLANEOUS**

- Maintains and increases knowledge and skills through attendance at meetings, conferences, training seminars, and in-service training sessions
- Attends meetings and serves on temporary committees as requested
- Keeps accurate records of money received and files documents
- Monitors office supply inventory and informs the supervisor to reorder needed supplies
- Restocks supply of paper, pencils, etc. at circulation desks and public computers
- Performs library opening and closing routines according to procedure
- Reports building maintenance problems to supervisor
- Reports equipment problems to supervisor
- Performs additional duties and assignments as required

Employee signature

Date