

Job Title: Public Services Assistant

FLSA Status: Non-Exempt

Supervisor's Title: Public Services Librarian

General Summary:

This is a position responsible for delivery of friendly, high-quality service to the public in a library setting. Work involves the provision of first level reference services, circulation routines, and a variety of clerical tasks. This position requires weekend and evening hours.

Work is performed in keeping with the objectives, policies and established procedures of the Adams County Library System

Essential Duties and Responsibilities:

- Promotes and maintains high standard of public relations.
- Enforces Adams County Library System policy and procedures.
- Provides first level Reader's Advisory services
- Answers library patrons' reference questions, in person and on the telephone, using materials in a variety of formats (i.e. books, periodicals, newspapers, indexes, electronic databases & other electronic resources.)
- Oversees the scheduling and usage of the public access computers.
- Assists patrons in the use of public access computers and personal technological devices and conducts public training in the use of electronic resources.
- Answers general directional and informational questions and assists borrowers in the use of library facilities and resources.
- Receives and directs incoming telephone calls.
- Reserves library materials for patrons using computerized holds management system and interlibrary loan requests forms.
- Registers patrons and maintains patron database.
- Collects and accounts for money; operates cash drawer.
- Assists in the maintenance of the library collection including shelving, shelf maintenance, weeding, and other tasks.
- May work on projects including, but not limited to, creating displays, database management, & registering patrons for programs.
- Performs related duties as assigned or as the situation dictates.

Required Knowledge, Skills, and Abilities:

- Ability to deal pleasantly, tactfully and efficiently with the people of all ages and temperaments.
- Ability to follow oral and written instruction.
- Ability to learn the Adams County Library System policies, practices, goals, and objectives.
- Analytical ability to understand and solve unusual or difficult reference questions by supplying information well-suited to the library patron.
- Independent judgment: Performs reference duties and follow-up without direct supervision; determines appropriate time commitments for the task at hand; applies policies to the situations encountered.

Adams County Library System

140 Baltimore Street

Gettysburg, PA 17325-2311

www.adamslibrary.org

Phone: 717-334-5716 Fax: 717-334-7992 adams@adamslibrary.org

- Ability to maintain composure while handling complaints from the public.
- Ability to work efficiently and calmly during busy periods and with frequent interruptions.
- Flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously.
- Ability to learn to use a computer and electronic resources to aid in reference work and patron computer time.

Education and Experience:

High School Diploma required

College degree preferred.

Customer service experience required.

Library experience preferred.

Bilingual/Spanish preferred.

Must have computer ability to adequately utilize integrated library system, Microsoft Office applications and electronic information sources.

Physical Requirements	Rarely (0-12%)	Occasional ly (12-33%)	Frequently (34-66%)	Regularly (67-100%)
Seeing: Must be able to read reports and use the computer.				X
Hearing: Must be able to hear well enough to communicate with co-workers.				X
Standing/Walking:				X
Climbing/Stooping/Kneeling:			X	
Lifting/Pulling/Pushing:			X	
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

- Position requires ability to see, read and understand titles, call numbers and dates; sort accurately by alphabetical, numerical, chronological or Dewey Decimal order; reach up or down to shelve materials; manipulate library materials up to 15 pounds; carry/lift bags of library materials up to 40 pounds; grip library materials; and manipulate loaded book carts weighing up to 300 pounds over carpeted floors.
- Normal, indoor working conditions, with adequate work space, temperature, ventilation, and lighting.
- Normal office exposure to noise, stress, and disruptions.
- Position hours and working location subject to system-wide reassignment.

Required Signature:

I have read the above position description and fully understand the requirements.

Employee

Date

Public Services Librarian

Date

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Last Modified: November 21, 2019

Job Description Approved by Administration / Operations Committee _____