

Job Title: Public Services Assistant

FLSA STATUS: Non-Exempt

Supervisor's Title: Public Services Director

Nature of work:

This is a position responsible for delivery of friendly, high-quality library service to the public in a library setting. Work involves circulation routines, a variety of clerical tasks, and the provision of first level readers' advisory and reference services. This position may require evening and weekend hours. The candidate may at times work unaccompanied.

Sound independent judgment is required in circulation matters. Coordination must be maintained with Adult and Youth Services in matters relating to reference readers' advisory and other services. Work is performed in keeping with the objectives, policies and established procedures of the Adams County Library System.

Examples of Important and Essential Duties:

- Represents the Adams County Library System to the local community. Promotes and maintains a high standard of public relations.
- Enforces Adams County Library System policies and procedures.
- Registers new patrons by reviewing application forms and issuing library cards; receives and processes changes of address, name, etc.
- Performs circulation functions including checking in and out library materials, renewing library materials, processing hold materials and routing materials to other libraries, as well as collecting fines and fees.
- Performs back-office operations including processing periodicals, interlibrary loan processing, changing status of library materials, and sorting mail.
- Performs first level reference and readers' advisory services in person as well as over the phone.
- Receives and directs incoming calls.
- Shelves materials/reads shelves accurately.
- Answers general directional and informational questions and assists patrons in the use of library facilities and resources.
- Assists patrons with use of photocopier, printer, and scanner.
- Attends meetings and training seminars as required.
- Performs related duties as assigned or as the situation dictates.

Other Job-Related Duties:

- Assists in creating promotional materials.
- Assists in planning and setting up and taking down library displays.
- Assists with collection rotations.
- Schedules meeting room use.
- Assists with the planning, promotion and presentation of programs.
- Reports building maintenance problems to the supervisor.
- Assigns tasks to volunteers.
- Works in other branches as library need dictates..
- Attends library outreach events.

Required Knowledge, Skills and Abilities:

- Knowledge of Adams County Library System policies, practices, goals and objectives.
- Knowledge of community characteristics and particular special needs.
- Ability to deal pleasantly, tactfully and efficiently with the public.
- Flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously.

- Ability to learn Dewey Decimal System, automated circulation system, and library circulation policies.
- Ability to follow oral and written instruction.
- Ability to work well with minimum supervision.

Education and Experience:

- High School Diploma or GED required. Bachelor's Degree in related field preferred. Library experience preferred.
- Bilingual/Spanish preferred.
- Must have computer ability to adequately utilize integrated library system, Microsoft Office applications, Google Workplace Applications and electronic information sources.

Physical Requirements	Rarely (0-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Seeing: Must be able to read reports and use 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; grip library materials
- Position requires ability to lift and carry bags of materials weighing up to 40 pounds and manipulate loaded book carts weighing up to 300 pounds over carpeted floors.
- Physical ability to stoop, kneel and crouch when reshelving materials.
- Normal, indoor working conditions, with adequate work space, temperatures, ventilation and lighting.
- Normal office exposure to noise, stress and disruptions.
- Position requires ability to work independently.

Note: This position, as well as all positions within ACLS, is subject to systemwide transfer to other branches (temporarily or permanently) as the needs of the library dictate.

Required Signatures:

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

Employee

Date

Supervisor

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: October 15, 2024