

PUBLIC SERVICES ASSISTANT

MAJOR FUNCTION

This position involves routine clerical, as well as manual, work following prescribed or standardized methods where some judgment may be exercised. A specific area of responsibility is assigned. The responsibilities may include all circulation or related duties, assisting patrons in using the library and its resources, filing, typing, and other clerical and library duties.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load. The specific area of assignment may not include all duties listed.

- Maintains access to library materials and preserves the physical appearance and order of collections through shelving and shelf-reading.
- Takes information and registers patrons for library cards; updates borrower records.
- Charges and renews items loaned against borrower's records.
- Receives and discharges items returned. Inspects items for damage, follows through with lost and damaged materials procedures when appropriate. Routes items as received by the library through interlibrary loan and other means.
- Processes reserve requests. Receives deliveries from library courier and processes materials. Prepares materials for courier pick-up. Processes interlibrary loan requests.
- Collects fines and fees; makes change, issues receipts.
- Answers single or multi-line telephone and routes calls to the appropriate location; takes messages.
- Physically empties curbside book return on a regular basis. Transfers various library materials for storage, check-in, mending, etc.
- Searches for reserve, rotation, missing, claims returned, lost, long-overdue items, and other materials as needed.
- Performs clerical duties including typing and word processing, filing, copying, preparing forms, errands using library vehicle, and other light office duties.
- Assists the public with their needs for reader's guidance information and reference; assists and instructs patrons on the general use of computers and electronic resources.
- Registers patrons for computer use; troubleshoots library computers, peripheral devices, software and reservation system; diagnoses, documents and reports problems accordingly.

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- Maintains library functions and operations in the absence of a direct supervisor.
- Assists in training new workers, and in training and supervising volunteers, community service workers.
- Assists in collecting statistical and other information about library usage.
- Assists in planning, publicizing, and conducting children's and adult programming.
- Designs and prepares various display and promotional items, information and directional signs, and other displays.
- Checks in, processes, and distributes periodicals. Maintains back issues of periodicals. As directed, weeds periodicals, including newspapers.
- Sorts and processes mail.
- Prepares library or division computers for opening and closing. Monitors and maintains supplies used for the public and reference desk computers.
- Straightens library division throughout the day.
- Maintains and promotes characteristics of excellent customer service in assigned area.
- Carries out policies, procedures, and established practices of the County's library system.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

- Reads assigned sections of library shelves.
- Perform opening and closing duties, including lock-up procedures and floor duty.
- Performs other duties as assigned.

CUSTOMER SERVICE

These areas of assignment provide excellent front-line customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person, by mail, or by phone contact.

SUPERVISION

Position has limited supervisory responsibility related to volunteers and community service workers.

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EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience

AA/AS degree or one to two years of successful college level course work, with at least two years of customer service, computers and administrative support experience, and one year library-related experience.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read and comprehend simple policy and procedure manuals, instructions, short correspondence, and memos.
- Ability to write routine reports and correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent.

Problem Solving Abilities

- Ability to apply common sense understanding to carry out detailed instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Can explain records and procedures to others.
- Requires some judgment in selection of procedures, methods, tools, equipment, or materials to accomplish tasks.

Specialized Skills and Abilities

- Ability to work courteously and tactfully with the public and co-workers.
- Ability to establish and maintain effective working relationships with the public and co-workers.

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- Ability to direct volunteers and community service workers.
- Demonstrates positive support/service attitude to meet, communicate with, and serve the public effectively. Ability to use independent judgment to resolve concerns.
- Ability to understand, follow and issue oral and written instructions.
- Ability to clearly and politely relay instructions and other information to others.
- Ability to work a flexible schedule including, days, evenings, and weekends.
- Ability to function independently of constant, direct supervision. Ability to set priorities and meet multiple deadlines.
- Ability to pay close attention to detail.
- Knowledge of and ability to apply alphabetical, numerical, and library filing systems.
- Proficiency in the use of current personal computer technologies, e.g., Internet use, standard software packages, electronic mail systems, databases, library OPAC.
- Ability to utilize Internet technology to research and retrieve relevant information.
- Ability to learn and use specialized computer software and hardware.
- Ability to learn and apply new methods, procedures, operations, and policies.
- For some assignments: Ability to help coordinate activities for children of various ages, and to interact and communicate on a child's level.
- Ability to think creatively and implement high quality artwork, displays, program props, printed materials, etc.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

This employee will be required to operate various types of general and library equipment associated with a specific assignment. Equipment which may be used includes: a computer, calculator, TTY, telephone, fax machine, copy machine, cash register, sensitizer/desensitizer, bar code reader, book truck, hand truck, library vehicle, box cutter, television, video cassette recorder/player, cassette player, film or filmstrip projector, opaque projector, label maker, scissors, tape dispenser, stapler, steps, step stools, and other general office and library equipment.

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PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand, walk, sit, talk, hear, use hands to finger, feel, and handle, reach with hands and arms, and climb or balance. The employee is frequently required to stoop, kneel, crouch, or crawl, pull/push 100 pounds or more and lift up to 25 pounds. The employee is occasionally required to smell. The noise level for this job is moderate. Special vision requirements are close, distance, color, and peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to wet or humid conditions, fumes or airborne particles. Work environment is customer service oriented and, as such, involves considerable interaction and exposure to the general public, with potential for exposure to communicable disease or inappropriate behavior.

Established
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