

Public Services Assistant I

JOB TITLE: Public Services Assistant I

FLSA STATUS: Non-exempt

GRADE: 33

DEPARTMENT: Public Services

APPROVED DATE: 12/1998

REVISED DATE: 02/2021, 02/2022

Job Summary

The Public Services Assistant I performs basic public service and library support tasks at one or more community libraries or Library on Wheels to contribute to their effective operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Provide assistance at the library circulation desk, answers phones, checks library materials in and out, registers customers for library cards, and orders various library materials.
2. Assist customers with self-checkout machines and answers questions in the hold areas.
3. Return library materials to proper locations and supports circulation duties.
4. Provide assistance to library customers with basic reference questions.

5. Respond to technical services calls and assists with problems with the fax machines, public copiers, pay-for-print stations, vending machines, and printers.
6. Submit and monitor technical reports for library technology service issues.
7. Perform other public service and general clerical support tasks as assigned.

Additional Duties and Responsibilities

1. Prepare correspondences and reports.
2. Train new staff as needed.
3. Attend meetings, trainings, and workshops as assigned.
4. Assist with special projects as required.
5. Perform other duties as assigned.

Supervision

The position reports to a Library Circulation Supervisor or Library Manager, depending on the size of the Library. Although direct supervision is not a normal part of this position's work, incumbents may be called on to provide task direction to Page staff and library volunteers in absence of a supervisor.

Knowledge, Skills, and Abilities

1. Knowledge of established practices and procedures for an integrated library system (ILS).
2. Knowledge of library policies, procedures, and services.
3. Knowledge of alpha and numeric systems for arranging library materials.
4. Strong customer service skills.
5. Strong organization and attention to detail.
6. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
7. Ability to communicate effectively with diverse audiences.
8. Ability to work independently and to set priorities.
9. Ability to handle and resolve disruptive behavior effectively.
10. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.

11. Ability to operate relevant computer systems including hardware and software, such as Microsoft Word and Excel, electronic databases, email, and internet navigation in addition to other office equipment and security systems.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. High School diploma or G.E.D. required.
2. These skills and abilities typically are acquired through completion of secondary school or equivalent together with several months in a customer service environment.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent must identify and organize library materials such as books, audiobooks, and DVDs based on small-print numbers and alphabetical characters; scan and inspect library materials including opening media cases; and operate computers for extended periods of time.

An incumbent must occasionally move objects or materials weighing up to 35 pounds, including transfer of books and other materials to carts or shelves of varying heights. Incumbents may be required to move carts of books and other materials about the building for extended periods of time, and frequently remain stationary at one workstation for extended periods of time.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.