

**ASHTABULA COUNTY DISTRICT LIBRARY
POSITION DESCRIPTION**

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|------------------------------|----------------------------------|--------------------------------|---|
| DATE: | <i>March 2024</i> | SALARY RANGE: | <i>\$12.00-\$17.50 hour</i> |
| DEPARTMENT: | <i>Public Services</i> | HOURS OF WORK: | <i>20 hours +/-</i> |
| POSITION: | <i>Public Services Assistant</i> | LOCATION: | <i>Ashtabula Library</i> |
| CLASSIFICATION: | <i>Library Assistant I</i> | LENGTH OF JOB TRAINING: | <i>45 / 90 Days</i> |
| IMMEDIATE SUPERVISOR: | <i>Front Desk Manager</i> | OVERALL SUPERVISOR: | <i>Public Services Manager / Branch Manager / Director</i> |
| | | CAREER TRACK: | <i>Front Desk Manager / Public Services Manager / Branch Manager / Director</i> |

ESSENTIAL FUNCTIONS:

- Exhibit an above-and-beyond attitude while providing a wide variety of customer service tasks resulting in the optimal operation of the Ashtabula County District Library. This position assists in the general operation of the Public Services Department at the Ashtabula Library in such a way that supports the mission, vision, and goals of the library. While working in a team environment, this public service position assists patrons with circulation, reader's advisory, access to computing technology (both PC and hand-held), as well as requests for all other types of information both in-person and electronically, through direct assistance. This position assists in library program planning and implementation on behalf of the Public Services Department.

QUALIFICATIONS:

A. Education/Experience:

High School graduation or equivalent; one year of library experience preferred. Must be able to pass a background check.

B. Knowledge of and Abilities:

- Ability to provide excellent customer service;
- Good interpersonal skills including the ability to establish/maintain harmonious relationships with customers, visitors, staff, and supervisors;
- Ability to work independently and without supervision with a diverse population in the attainment of library objectives;
- Ability to use judgment to analyze and solve problems;
- Ability to adapt to change and anticipate needed changes due to evolving technologies and consumer needs;
- Judgment and discretion are required due to access to confidential registration/borrower information;
- Strong attention to detail in creating and maintaining records and statistics;
- Ability to learn assigned tasks readily and to carry out oral and written instructions;
- Knowledge of Dewey Decimal Library Classification System and basic library procedures;
- Knowledge of basic office/clerical practices and machines including typing, filing, sorting (alphabetical or numerical), as well as English grammar/usage/spelling and mathematics;
- Competency in the use of personal computers, microcomputers, and peripheral software, including word processing;
- Willingness to attend training and continuing education;
- Ability to work evenings and weekends.

C. Desirables:

- Spanish language is a plus.

EQUIPMENT AND EFFORT REQUIRED: Sufficient clarity of speech and hearing to communicate well with staff and guests. Sufficient vision to produce and review a wide variety of materials, correspondence, reports and related material in both electronic and hard copy form. Sufficient mobility to move freely about in a library environment and to attend required meetings and events. Ability to operate equipment listed: telephones, fax, copier, microfilm (fiche), personal computers with attached peripherals. Ability to change positions frequently from sitting at desk (50%) to walking the library floor in assisting patrons (50%). Ability to move items weighing 30 pounds in weight and push carts weighing up to 60 pounds. Ability to use and file items in cupboards/cabinet up to six feet in height.

HIGH MEDIUM LOW NONE

PHYSICAL EFFORT AND STRESS:

| | | | | |
|--|---|---|--|--|
| Lifting | | X | | |
| Walking | X | | | |
| Standing | X | | | |
| Climbing | | X | | |
| Visual | X | | | |
| Limited movement or change of position | | X | | |
| Bending | | X | | |
| Stretching | | X | | |

ILLUSTRATIVE DUTIES (100% of work time):

- Within a strong customer service environment, provide basic library services to patrons including but not limited to, accurate circulation of library materials including check in/check out, holds processing, delivery, register and update patron records, and collection maintenance and inventory, as needed;
- Process and collect fees for lost or damaged materials; handle and record monetary transactions accurately;
- Assist with requests for information including the locating of library materials, whether in person, via telephone and/or electronic means;
- Offer bibliographic and Internet instruction to patrons as needed;
- Assist in the collection of department usage statistics;
- Assist in basic maintenance of Public Services equipment as well as ordering office/equipment supplies for the department;
- Provide readers advisory services, as needed;
- Contribute to the development, planning, and implementation of library programming pertinent to Public Services;
- Support team efforts to maintain a safe and secure environment for customers and staff by maintaining awareness of surroundings and working in accordance with safety policies and procedures.
- Keep informed of current trends and new professional techniques through attendance at workshops, seminars, and online training;
- Keep Front Desk Manager apprised of any problems, concerns, etc. regarding/affecting the Ashtabula Public Services Department and the Ashtabula Library in general.
- This job description is illustrative of the types of duties typically performed by this job. It is not intended to be an exhaustive listing of each and every essential function of the job. Because job content may change from time to time, the ACDL reserves the right to add and/or delete essential functions from this job at any time.

ACCOUNTABILITIES:

- Provides thorough, prompt, and courteous circulation, reference and information services to library patrons, and refers patron inquires for additional materials/answers in a timely manner;
- Works cooperatively to maintain harmonious relationships and communicates problem areas and patron needs;
- Demonstrates initiative, self-motivation, and enthusiasm for accomplishing work tasks and assignments;
- Exhibits thorough knowledge of library policies and procedures, the reference interview and online searching techniques;
- Evidence of attention to detail;
- Assists in the ongoing evaluation of the library collections and makes recommendations for the purchase of additional or replacement materials to the appropriate buyer or Supervisor;
- Assists in maintaining accurate departmental statistics;
- Ability to use library application software as required;
- Recognizes/Respects the diversity of the work force/customers;
- Assures rules are applied equally to all patrons;
- Discretion demonstrated in patron interactions especially in maintaining the confidentiality of patron information;
- Confidence in handling/respecting Intellectual Freedom/First Amendment Rights of others.
- Keeps Front Desk Manager informed of patron input, of praises, opportunities, problems and developments, etc.

EVALUATION: To be performed annually by the immediate supervisor who will base evaluation on the job description, observation, and review of work completed and results achieved.