

ASHTABULA COUNTY DISTRICT LIBRARY POSITION DESCRIPTION

DATE:	<i>April 2021</i>	SALARY RANGE:	<i>\$12.00-\$17.40 hour</i>
DEPARTMENT:	<i>Public Services</i>	HOURS OF WORK:	<i>21 hours +/-</i>
POSITION:	<i>Public Services Assistant</i>	LOCATION:	<i>Ashtabula Library</i>
CLASSIFICATION:	<i>Library Associate I</i>	LENGTH OF JOB TRAINING:	<i>90 / 180 Days</i>
IMMEDIATE SUPERVISOR:	<i>Front Desk Manager</i>	OVERALL SUPERVISOR:	<i>Public Services Manager/ Ashtabula Branch Manager/Director</i>
		CAREER TRACK:	<i>Front Desk Manager Public Services Manager Branch Manager/Director</i>

ESSENTIAL FUNCTIONS: 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. This 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 with the care and maintenance of Ashtabula Public Library print, audiovisual, and electronic materials collections, including State of Ohio documents, and local history/genealogy/archive collections. This position assists in library program planning and implementation on behalf of the Public Services Department.

QUALIFICATIONS:

A. Education/Experience: Four year college degree from an accredited institution is preferred; however, other equivalent combinations of education, knowledge and demonstrated ability to perform the essential duties and responsibilities may be substituted. Must be able to pass a background check.

B. Knowledge of and Abilities:

- Ability to provide above-and-beyond customer service;
- Basic knowledge of principles, procedures, technology, and materials of library science especially as pertains to reference services and user education, as well as information sources in various formats;
- Knowledge of basic reference sources located in public libraries;
- Competency in the use of computer software, including word processing and database management;
- Basic knowledge of Internet sources, online databases and skill in providing access for patrons;
- Knowledge of Dewey Decimal Library Classification System and basic library circulation procedures.
- Excellent customer services skills including the ability to work confidentially with diverse clientele;
- Ability to carry out oral and written instructions;
- Judgment and discretion required due to access to confidential registration/borrower information;
- Ability to work independently and with little supervision in the attainment of Public Services Department objectives;
- Strong troubleshooting skills;
- Strong attention to detail in creating and maintaining records and statistics;
- Strong verbal and written communication skills;
- Willingness to attend training and continuing education.

C. Desirables:

Familiarity with materials regarding local history and genealogy research; Knowledge of techniques of the reference interview; familiarity with SirsiDynix Symphony software; bilingual (Spanish)

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.

PHYSICAL EFFORT AND STRESS:	HIGH	MEDIUM	LOW	NONE
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, assists with basic circulation of materials including check in, check out, holds processing, registering patrons, collection maintenance and inventory.
- Maintains and updates patron records accurately.
- Processes and collects fees for lost or damaged materials; handles and records monetary transactions accurately.
- Assists with requests for information including the locating of library materials, whether in person, via telephone and/or electronic means, including email and fax;
- Offers bibliographic and Internet instruction to patrons as needed;
- Assists in the review and recommendation of technology-based reference sources including online databases;
- Assists in the collection of department usage statistics;
- Assists in basic maintenance of Public Services equipment as well as ordering office/equipment supplies for the department.;
- Monitors the library general email account to ensure that messages are addressed in a timely, professional manner;
- Keeps Front Desk Manager apprised of any problems, concerns, etc. regarding/affecting the Ashtabula Public Services Department and the Ashtabula Library in general;
- Supports 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.
- Keeps informed of current trends and new professional techniques through attendance at workshops, seminars, and online training;
- Contributes to the development, planning, and implementation of library programming pertinent to Public Services;
- 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:

- Works cooperatively with other staff to provide quality circulation, reference and information services to library patrons;
- Assists patrons with SirsiDynix online catalog and library databases in a courteous, thorough manner;
- 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;
- Within the parameters of the position, answers reference questions thoroughly, efficiently, and courteously, and apprises professional Public Services Staff of reference questions requiring additional research;
- 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;
- Discretion demonstrated in patron interactions especially in maintaining the confidentiality of patron information;
- Keeps Front Desk Manager informed of patron input, opportunities, problems, developments, concerns, 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.