



## LIBRARY ASSISTANT – PUBLIC SERVICE

### Position Description

Pickaway County Library  
Last updated 11/2020

**DEPARTMENT:** Public Service or Younkin Branch

**REPORTS TO:** Public Service Manager and Assistant Public Service Manager OR Branch Manager

**FLSA:** Non-Exempt

**RANGE:** 3

#### **POSITION SUMMARY**

Under direct supervision, provides customer service to patrons at multiple library service points, including reader's advisory, reference services, and programming focused towards adults. Processes the check-in and checkout of library materials, including cargo from other consortium libraries.

#### **DUTIES**

*Duties listed are meant to illustrate the type of work performed; omission of a duty on this list does not exclude its inclusion in assigned tasks.*

1. Provides reference and reader's/viewer's advisory to patrons.
2. Works with department management and the Collection Development Manager to perform collection maintenance duties as assigned.
3. Assists patrons with the use of public computers and the library public access catalog (PAC).
4. Researches, plans, and implements programming.
5. Performs circulation activities, including checking in and out materials, processing cargo deliveries, registering library cards, and handling fine payments as needed.
6. Maintains personal skills to assure quality of service in areas of library collections, technology, reference, reader's/viewer's advisory and circulation.
7. Assists patrons checking out materials via self-checkout stations or via staff checkout.
8. Provides proactive and welcoming customer service to patrons.
9. Processes incoming and outgoing materials transported between consortium libraries.
10. Organizes materials to be shelved with exceptional attention to detail.
11. Shelves items in an accurate and timely manner.
12. Exhibits working knowledge of library policies, procedures, and operations.
13. Utilizes e-mail, voicemail and other library technology to maintain open channels of communication.
14. Demonstrates a positive attitude and supports library goals and objectives.
15. Performs additional duties as assigned including leading and serving on task forces, committees, etc.

**MINIMUM QUALIFICATIONS**

- High school diploma or GED
- Ability to handle confidential information with discretion and to remain calm in stressful situations
- Proficiency in the use of common computer software programs and the ability to use library-specific software
- Ability to deliver programs and to speak before groups

**PREFERRED QUALIFICATIONS**

- Bachelor's degree
- Experience working in a public library
- Working knowledge of traditional and electronic resources related to public service in a library setting including web sites, social media platforms, and databases

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

- Ability to operate standard office equipment, daily
- Ability to lift and move up to forty (40) pounds, occasionally
- Ability to push book trucks with up to 150 pounds of materials on them, daily
- Ability to perform repeated reaching, bending, climbing and squatting, daily
- Ability to sort and file materials accurately in alpha-numeric order
- Ability to work in a team setting
- Requires availability for extended hours as needed
- Requires evenings and weekends
- Requires periodic participation and attendance at events and trainings
- Requires ability to travel to off-site locations