

PUBLIC SERVICES ASSISTANT

DESCRIPTION:

Under the general supervision of the Department Head or Branch Manager, performs support and clerical duties as required.

DUTIES AND RESPONSIBILITIES:

1. Responsible for routine circulation duties such as checking in and out materials. May respond to requests made by telephone, mail, computer, or in person.
2. Responsible for shelving materials.
3. "Reads" shelves on a regular basis to keep materials in correct order.
4. Accepts and records monies received for fees and copies made. Makes changes as required. Ensures that there is adequate change on hand.
5. Answers routine directional and informational questions by phone or in person.
6. Assists patrons in use of public catalog.
7. Helps users locate desired library materials in building or through intra library loan. Refers them to appropriate resource for specialized requests.
8. Assists in producing programs and creating displays.
9. Unloads, sorts, and properly distributes/routes materials from delivery or mail and prepare materials for delivery or mail.
10. Assists with maintenance of collection by pulling worn items to be considered for discard or replacement.
11. Makes deliveries to county libraries and scheduled community services outlets.
12. Provides proactive service to special patrons.
13. Other duties as required.

QUALIFICATIONS:

1. Must be able to type accurately, and operate photocopier, cash register and computer.
2. Must be able to understand and perform library procedures.
3. Must be able to deal tactfully and diplomatically with staff and public.
4. Must be dependable, highly organized and have a strong sense of responsibility.
5. Must be able to communicate effectively with supervisor, staff and public.
6. Must be able to work nights and weekends in rotation.

ESSENTIAL KNOWLEDGE AND TRAINING:

1. High school graduate; some college desirable.
2. Typing, copy machine skills, computer literate.

NOTE: This job analysis describes the nature and level of assignments normally given in this position. They are not meant as an exhaustive list of duties. Additional related duties may be assigned.