

Public Service Assistant

Open

Position Type: 30+ hours, Non-Exempt



During pandemic operations public service may be through window service, or a virtual setting using a variety of online tools.

Public Service *Building our relationship with the visitor who is in front of us is more important than almost any other work that needs doing. We provide excellent customer service, assume the best of others, and work to de-escalate when situations become tense.*

Public Service Desks are where questions get answered and accounts are settled. Our goal is to make every experience a pleasant one as we help patrons find the information they seek.

Working a public desk includes

- greeting arriving and departing visitors,
- fostering positive working relationships with our many volunteers,
- removing barriers in our relationships with the public (keeping the public desks clear of clutter, looking up from your computer, relaxing rules when it makes sense, not eating at the desk),
- maintaining an awareness of potential issues or incidents in order to assist or to alert appropriate staff or authorities,
- checking items in and out, managing accounts, and resolving member issues diplomatically,
- handling circulation specific functions if trained: cash register reconciliation, door counts, equipment management, book drop retrievals, donations, Texshare cards, opening and closing procedures, etc.,
- protecting the privacy of member information,
- treating all requests for information with equal respect,
- assisting members with technology,
- promoting programs and resources in conversation,
- answering phones, email, and Instant Messaging if working at reception or if reception is unoccupied or pre-occupied,
- referring difficult account issues or circulation questions to a Circulation Coordinator or Manager who has more experience, and

Public Service Duties

- working at any desk/window (reception, circulation, reference)
- assisting with program setup, teardown, cleanup, and attendance count
- assisting with floor projects
- arriving on time for shifts to the assigned desk
- finding subs or swapping shifts if needing to miss a scheduled desk shift
- assisting in maintenance and tidiness of the facilities, proactively looking for what needs to be done

- referring deeper information requests to a Librarian or Manager who can conduct a reference interview, find credible sources, and provide proper citations as necessary.

Working a public desk involves continued skill development, including

- practicing technology (ereaders, tablets, printers, public computer software) in order to be able to assist patrons,
- knowing about our resources (our collection, digital resources, helpful tools like Novelist, and our programs) so you can share them,
- learning about reports and functions available in Biblionix, and
- building awareness of authors, series, genres, and titles to share when doing readers’ advisory.

Programs *The Programs Team offers a wide range of programming for all ages and learning*

Any member of staff may volunteer for or be assigned to a program partner role. Program partners facilitate a program that is being led by someone else. This may be a virtual program hosted online or in-person which includes, setting up the room. setting up required technology, adjusting lighting and air, greeting the presenter, introducing the presenter to the audience, staying to assist, counting and recording attendance, and returning the room to its normal setup.

Every employee is responsible for

- helping to maintain procedures for their area,
- taking responsibility for retaining important records,
- attending monthly staff meetings and other team meetings,
- keeping up with email and other library communications,
- and helping to maintain our facilities.

BASIC REQUIREMENTS

- Lift/move 30 pounds
- Push cart 300 pounds
- Bend, stoop, and reach
- Working knowledge of Internet, email, MS Word, telephones, office equipment; keyboard and mouse skills; manual dexterity
- Arrange alphabetically and in Dewey Decimal order
- Speak and write clearly; can interpret written instruction
- Accurate cash handling
- Vision at a range of depths
- Tolerance of moderate levels of noise

Reasonable accommodations may be made to enable an individual with disabilities to perform essential functions.

This job description outlines the general responsibilities for this position. Specific tasks are documented in procedures or lists employees keep for themselves. Job descriptions can change at any time, and employees may be assigned duties not included here.

Benefits

- Employees over 20 hours per week accrue sick time and vacation time.
- Employees over 30 hours per week receive health and dental insurance.
- Employees working 40 hour per week are eligible after one year of employment for a 6.25% deferred compensation match. Employee portion of deferred compensation goes into a 457 plan.
- We are proud of a workplace culture which allows some scheduling flexibility in order for staff members to tend to outside needs and opportunities.
- This is an innovative workplace, where change is a constant; staff members are invited to have input in their jobs.
- We expect a lot of our employees and we are focused on employee growth. Mistakes and problems are considered opportunities.