

**James V. Brown Library
Position Description**

The James V. Brown Library is the place to go to Learn, Connect and Grow

Job Title: Public Service Assistant	Department: Public Service
Classification: Library Assistant II	Reports To: Public Service, Archive and Local history Director
FLSA Status: Non-exempt	Date Approved:

This position description is unique to your job title. There are requirements of being an employee of the James V Brown Library that apply to every staff member. You are expected to treat everyone, be it co-workers or patrons, with respect. You are always a representative of the Library and as such be an advocate of the Library. The Library will continue to change, grow, and evolve; be onboard. Be a good communicator and share ideas and concerns with your supervisor, coworkers and staff. Always look for solutions.

This position description is not meant to be all-inclusive. There may be other duties assigned that fit within the overall responsibilities of each individual's job.

Summary: The Public Service Assistant is our front line to customer service. This position is responsible to serve our patrons at the One Desk, and in the children's area in the Welch Wing of the James V Brown Library.

Supervises: N/A

Committee Responsibilities: Public Service Team

Essential Duties and Responsibilities: The following list is representative of the typical duties and responsibilities performed. The employee's actual duties and responsibilities may vary slightly depending on department needs and individual assignments.

- The Public Service Assistant must be a patient, positive and detail-oriented individual dedicated to providing exceptional customer service to both our patrons and coworkers.
- Maintain expert knowledge of the integrated library system(ILS). Stay current with updates and new procedures.
- Accurately charge and discharge library materials of all types.
- Maintain expert knowledge of the Library's website, staff pages, and calendar so that patron's requests can be answered quickly and accurately. Stay informed of and promote library activities, programs, and services.
- Be able to use point of sale to collect money for library fines and fees, retail items, donations, and lost or damaged items.
- Be aware of and promote the fund-raising activities of the Library, including but not limited to Own-a-Day, Annual Fund, Summer Reading Solicitation and others
- Systematically shelve library materials
- Maintain expert knowledge of and be able to recommend to patrons all services of the library including online databases.
- Register patrons for library programs using the library's online calendar.
- Register patrons for Summer Learning

- Understand eBook use and provide patrons information about using OverDrive.
- Provide routine assistance and troubleshooting in the patron computer area.
- Obtain and maintain your status as a U.S. Passport Acceptance Agent by completing the online training program and exam.
- Take pride in customer service area, keep it neat and organized

In Addition to the standard duties a Public Service Assistant may be assigned a specific area of responsibility on the Public Service Team. These areas include but are not limited to:

- _____ Serves as Passport Acceptance Facilities Manager to ensure compliance with rules and regulations as it relates to maintaining its status as a Passport Acceptance Facility
- _____ Complete passport transmittals
- _____ Train all new public service assistants for James V Brown and LCLS
- _____ Be the go-to person for Polaris
- _____ Back-up for IT when they are out of the office
- _____ Weeding of adult and/or children's materials
- _____ Displays for adult and/or children's areas
- _____ Processing orders from Allenwood Prison
- _____ Keeping track of stock needed for the public service area
- _____ Back-up driver for library services to include delivery and outreach
- _____ Book Drop and/or book deposits
- _____ Back-up for processing in and outgoing mail
- _____ Responds to request from the "contact me" form

Education Required: Must possess a high school diploma or equivalent.

Experience and Qualifications: Must be able to demonstrate proficient organizational and expressive customer service skills (i.e. "people skills"). Proficient computer skills are also a must, including but not limited to: Word processing, internet, and email. Retail experience and point-of-sale computer use is a plus.

Working Conditions and Physical Demands:

The physical demands described below are representative of those that must be met in order to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties and responsibilities of this position, the employee is regularly required to speak and hear at a conversational level, use hands to handle objects, stand or sit for long periods of time, lift and/or move up to 10 pounds, reach, stoop, kneel or crouch. The employee is frequently required to lift up to 50 pounds.