

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 II	Department: Public Service
Classification: Library Assistant II	Reports To: Assistant Director
FLSA Status: Non-exempt	Date Approved: November 26, 2024

This position description is unique to your job title. There are requirements for 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 must be an advocate for the Library. The Library will continue to change, grow, and evolve; be on board. 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 of customer service. This position is responsible for serving our patrons at the Help Desk and in the youth services areas 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 our patrons and coworkers.
- Maintain expert knowledge of the integrated library system (ILS).
- Maintain current and expert knowledge of Public Service procedures and library policies.
- Accurately charge and discharge library materials of all types.
- Maintain expert knowledge of the Library's website, staff pages, and calendar so that patrons' 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 fees, retail items, donations, and lost or damaged items.
- Be aware of and promote the fundraising activities of the Library, including but not limited to Own-a-Day, Annual Fund, Summer Reading Solicitation and others.
- Day-to-day maintenance of materials including shelving, emptying book drops, shelf reading, merchandising, and shifting.

- 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.
- Promote and register patrons for Summer Learning Program.
- Understand e-materials use and provide patrons information about using e-material resources. Offer basic technology support for e-material borrowing.
- Provide routine assistance and troubleshooting in the patron computer area.
- Obtain and maintain certification as a U.S. Passport Acceptance Agent.
- Take pride in all publicly-visible areas in the library, keep them neat and organized.

In addition to standard duties, a Public Service Assistant II will be assigned specific areas 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 the James V. Brown Library and the Lycoming County Library System.
- Back-up for IT Professional when they are out of the office.
- Administer Wi-Fi Hotspot rental service.
- Weeding of adult and/or children's materials.
- Displays for adult and/or children's areas.
- Keep track of stock needed for the public service desks.
- Back-up for processing in and outgoing mail.
- Respond to general public inquiries from the "Contact Us" form.
- Conduct extended reference and research services for the public.
- Develop resource guides and other materials to support patron information literacy.
- Track and report Public Service statistics.

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 are 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 essential functions.

While performing the duties and responsibilities of this position, the employee is regularly required to speak and hear at a conversational level; conduct repetitive motions with arms and hands, including handling objects; stand and sit for long periods of time; traverse the 58,000 square foot library building including moving between floors and areas with steps; lift and move up to 10 pounds; reach, stoop, kneel, and crouch. The employee is also frequently required to lift up to 50 pounds, and to push wheeled carts bearing 50 pounds of materials between different areas of the building.