

**James V. Brown Library
Position Description**

Job Title: Temporary Public Service Assistant I	Department: Public Service
Classification: Temporary	Reports To: Assistant Director
FLSA Status: Non-exempt	Date Approved: 5.7.2026

Summary

The Temporary Public Service Assistant I serves as a primary point of contact for patrons, delivering high-quality customer service through the accurate processing of library materials and program registrations. This role requires maintaining a comprehensive knowledge of library policies, digital resources, and upcoming events to effectively assist and educate the community. Key responsibilities include physical collections maintenance, such as shelving and merchandising, alongside conducting regular facility walkthroughs to ensure a safe and organized environment. Candidates must possess a high school diploma, proficient computer skills, and the physical ability to navigate the facility while managing material loads of up to 50 pounds.

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 the Library's needs and individual assignments.

1. Develops working knowledge of the integrated library system (ILS).
2. Stays up-to-date with Public Service procedures and library policies.
3. Accurately charges and discharges library materials of all types.
4. Maintains familiarity with the Library's website, staff pages, and calendar so that patrons' requests can be answered quickly and accurately, thus staying informed of and promoting library activities, programs, and services.
5. Performs day-to-day maintenance of materials, including shelving, emptying book drops, shelf reading, merchandising, and shifting.
6. Maintains knowledge of and able to recommend to patrons all services of the library including online databases.
7. Performs routine walkthroughs of library to ensure safety of staff and patrons.
8. Registers patrons for library programs using the library's online calendar.
9. Registers patrons for Summer Learning Program events.
10. Understands e-materials use and provides patrons information about using e-material resources.
11. Ensures items within and around the library are clean, neatly put away, and properly maintained while working.

Required Knowledge, Skills, and Abilities: Must possess a high school diploma or equivalent. Must be able to demonstrate proficient organizational and expressive customer service skills. Proficient computer skills are important, including but not limited to GoogleSuite, Microsoft products, and internet functionality. Retail experience and point-of-sale computer use are also recommended.

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; repeatedly shelve books at various heights, including above the head. 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.