Bexley Public Library

Public Service Associate
Job Description
Rev. November 2026

Position Title:	Public Service Associate
FLSA Status:	Non-Exempt
Reports to:	Manager, Public Services
Compensation	$16.92/hour
Schedule:	28 hours/week and one weekend every 3 weeks

PURPOSE OF WORK

Under general direction, the Public Service Associate provides exceptional service to patrons and colleagues while supporting the daily operations of the library. This position balances direct public service with caring for, organizing, processing, and circulating library materials. Responsibilities include helping patrons access library resources and services, providing basic reference and research support, and maintaining an accurate, accessible, and well-organized collection by completing circulation and collection-related tasks efficiently and on time.

This position works 28 hours per week and one weekend every 3 weeks.

ESSENTIAL POSITION FUNCTIONS*

Provides excellent public service

1. Demonstrates a consistently welcoming, approachable, and helpful attitude toward patrons and colleagues.
2. Assists patrons at all public service points, responding to questions and helping them access library materials, resources, and services.
3. Provides basic reference, research, readers' advisory, and technology assistance, referring more complex questions to appropriate staff.
4. Communicates professionally and effectively with patrons in person, over the phone, and digital channels.
5. Assists patrons with circulation services, including library accounts, check-in and check-out, holds, and routine account or materials questions.
6. Responds to patron concerns and situations in accordance with library policies and procedures.
7. Accurately processes cash transactions.

Maintains and supports the library collection

1. Locates, retrieves, processes, and distributes library materials accurately and efficiently.
2. Processes returned materials, holds, and requests, ensuring materials are routed and made available in a timely manner.

3. Maintains the organization, accessibility, and condition of the collection through shelving, shelf-reading, shifting, and straightening.
4. Inspects returned materials for damage or wear; cleans, repairs, and discards materials as appropriate.
5. Processes materials for loan requests through CLC, SearchOhio, and OhioLINK.
6. Identifies and addresses misplaced, missing, damaged, or incorrectly processed materials.
7. Supports collection development and maintenance through assigned projects and collaboration with librarians.
8. Creates attractive and timely displays and merchandises library materials to encourage discovery and use.

Demonstrates effective work habits and supports library operations

1. Balances public service responsibilities with collection and operational assignments, adjusting priorities as patron needs and library activities require.
2. Works efficiently and independently while maintaining accuracy, attention to detail, and quality of work.
3. Recognizes and responds appropriately to changing priorities, distinguishing between tasks requiring immediate attention and those that can be completed later.
4. Transitions effectively between patron assistance and collection responsibilities while maintaining productivity and service quality.
5. Completes assigned responsibilities in a timely manner, understanding that accurate and consistent collection maintenance directly supports patron access and service.
6. Works collaboratively with colleagues, sharing information and contributing to an efficient and supportive team environment.
7. Demonstrates flexibility, initiative, and sound judgment in responding to the changing needs of the library.

OTHER ESSENTIAL DUTIES

1. Interviews, researches, and answers basic reference questions; recommends materials based on patron interests.
2. Markets and promotes library materials, equipment, programs, and resources to patrons.
3. Trains patrons on the use of library technologies and resources; troubleshoots hardware and software as needed.
4. Typically, this position participates in other team efforts such as assistance with program development and/or implementation, community outreach opportunities, and/or serving as a member of a project team.
5. May be assigned special duties such as training coworkers, organizing volunteer work, assisting with graphics development, creating social media content, engaging in community outreach events, providing homework help, or other duties as assigned.

MINIMUM QUALIFICATIONS

1. Bachelor's degree or equivalent experience and at least one (1) year of customer service experience, teaching or instruction experience, or similar; or an equivalent combination of knowledge, skills, and experience.
2. Excellent external and internal customer service skills.
3. Excellent verbal and written communication skills.
4. Ability to maintain confidentiality and use appropriate judgment in handling patron information and records.
5. Ability to retain, abide by, and explain organizational procedures, processes, policies, and operations.
6. Proficient use of software and hardware; excellent online and print research skills.
7. Ability to work accurately with attention to detail; ability to arrange items in alphanumeric or subject order.
8. Ability to prioritize responsibilities, work efficiently both independently and collaboratively, and balance patron service with collection-related duties.
9. Ability to adapt to changing priorities and transition between public service and collection responsibilities while maintaining accuracy, productivity, and quality of work.

PHYSICAL DEMANDS & WORKING CONDITIONS

1. Ability to sit or stand and use a computer for extended periods and operate standard office equipment.
2. Ability to lift and move up to thirty pounds occasionally.
3. Ability to push book trucks with up to 150 pounds of materials on them daily.
4. Ability to stand for extended periods daily.
5. Ability to perform repetitive physical movements, including reaching, bending, climbing, and squatting throughout the shift.
6. Travel by automobile occasionally.
7. Majority of work performed in a general Public Library/office environment.
8. Requires availability for extended hours, evenings, and/or weekends, as scheduled.
9. Requires periodic attendance and participation at events and training.

*This position description is not intended to be a complete list of all responsibilities, skills, or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of Bexley Public Library. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of this position.