

Position Title:	PUBLIC SERVICE ASSOCIATE
FLSA Status:	Non-Exempt
Reports to:	Manager, Public Services
Compensation	\$16.11/hour
Schedule:	28 hours/week and one weekend every 3 weeks
Last Revision:	4/11/2022

PURPOSE OF WORK

Under general direction, the Public Service Associate provides exceptional service to both patrons and colleagues. Assists with a variety of tasks and questions related to the location, use, and scope of library materials and services. Provides basic reference and research support and assists with the care and circulation of the library collection.

SCHEDULE

28 hours per week as follows:

Every third Sunday 1-5 OR Monday 10-2

Tuesday OFF

Wednesday 11-8

Thursday 11-8

Friday 9-6 OR every third Saturday 9-6

ESSENTIAL POSITION FUNCTIONS

Provides outstanding service:

1. Demonstrates consistently welcoming, approachable, and helpful attitude and behavior toward patrons and colleagues.
2. Supports a collaborative, supportive team environment by sharing information, seeking understanding, and demonstrating flexibility in order to enhance team efficiency and quality outcomes.
3. Develops and maintains supportive relationships with patrons and colleagues.
4. Answers questions and helps patrons at all public service points as needed.
5. Communicates professionally and effectively; answers a variety of patron questions through various mediums including in-person, over the phone, and web-based systems.
6. Responds to situations in accordance with library policies and in a manner which enhances the reputation of the library as a public service organization.
7. Accurately processes cash transactions.

Performs duties related to the care and maintenance of BPL's collection:

1. Supports librarians in developing and maintaining the collection.
2. Locates, processes, and distributes library materials accurately and efficiently.
3. Maintains materials by shelving, shelf-reading, shifting, and straightening.

4. Inspects returned items for condition; cleans, and discards materials as needed.
5. Processes materials for loan requests through CLC, SearchOhio, and OhioLink.
6. Creates attractive and timely displays; merchandises library materials.

Other essential duties:

1. Interviews, researches, and answers basic reference questions; recommends materials based on patron interest.
2. Markets and promotes library materials, equipment, programs, and resources to patrons.
3. Trains patrons on use of library technologies and resources; trouble shoots hardware and software as needed, and other duties as assigned.
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.

PHYSICAL DEMANDS & WORKING CONDITIONS

1. Ability to sit and use a computer for extended periods and operate standard office equipment
2. Ability to lift and move up to thirty (30) 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 repeated reaching, bending, climbing and squatting, daily
6. Travel by automobile, occasionally
7. Majority of work performed in general office/library 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.