

Warren County Public Library
Public Service Associate
Job Description

Job Status: Part Time

Reports To: Team Lead/Branch Manager

Work Schedule: 14-21 hours per week

Starting Compensation: \$13/hour

Schedule to be determined by need

Would include at least one night per week and one weekend per month

Position Summary: Part-time position available for a team-oriented, community-minded individual who is enthusiastic about public service, accessibility, and lifelong learning. This individual cares about the values of WCPL and the story we are building through quality and equitable service to patrons of all backgrounds. This individual displays strong emotional and interpersonal intelligence and enjoys working with people and providing exemplary customer service. This individual is comfortable serving and advocating for patrons of all ages, backgrounds, and abilities with dignity, respect, and nonjudgement. This individual demonstrates an ability to be flexible and open minded about the needs and goals of WCPL and displays excitement about opportunities to try and learn new things.

Essential Functions of the Job:

- Answer ready reference questions.
- Conduct reference interviews with patrons and use appropriate sources to provide answers, information, and assistance.
- Instruct library patrons in information skills such as catalog and database use.
- Teach library patrons basic computer skills, such as searching computerized databases.
- Assist with selection of print, electronic, and/or audiovisual materials using review sources, catalogs, holdings records, professional judgment, and other appropriate sources.
- Explain use of library facilities, resources, equipment, and services, and provide information about library policies.
- Assist patrons with use of library computers, printers, and other equipment and technology.
- Respond to patron complaints, taking action as necessary.
- Develop, maintain, or troubleshoot information access aids, such as databases, bibliographies, web pages, electronic pathfinders, software programs, and online tutorials.
- Direct Student Assistants in duties such as shelving and equipment use.
- Open and close library buildings during specified hours and secure library equipment,

- such as computers and audiovisual equipment.
- Engage in professional development activities, such as taking continuing education classes and attending or participating in conferences, workshops, professional meetings, and associations.
 - Register new patrons and issue borrower identification cards that permit patrons to borrow books and other materials.
 - Circulate library materials.
 - Accept fine payments for lost items and respond to complaints about fines.
 - Ensure patron compliance with library policies and procedures and address problem patron behaviors as necessary to maintain an environment conducive to a satisfactory library environment.
 - Take action to deal with disruptive or problem patrons.
 - Assemble and arrange display materials.
 - Complete minor repairs and cleaning of library resources, equipment, and facilities, such as dusting and fixing printer paper jams.
 - Develop and maintain familiarity with library collections including print and electronic resources. Assist with maintaining and promoting these resources.
 - Maintain order and cleanliness of work areas.

Knowledge/Skills:

- Able to use a computer comfortably and confidently and able to learn new computer programs such as our Integrated Library System.
- Strong organizational and communication skills and proven ability to problem solve independently.
- Exceptional customer service skills.
- Strong emotional and interpersonal intelligence.
- Ability to be self-aware, conscientious, and professional when working with our community and staff.
- Knowledge of best practices in public service and customer service.
- Cultural competence skills.

Abilities:

- Able to pivot to serve the needs of WCPL, willing to step in and support programming, outreach, and other service areas of the library when needed.
- Able to communicate effectively and respectfully with others, orally and in writing, including through email.
- Able to establish and maintain effective working relationships with co-workers, patrons, user groups, community organizations, volunteer groups, and to serve the public courteously.
- Must be able to lift and carry bags of books or boxes weighing up to 40 pounds.
- Must be able to assist with meeting room and programming set up including, but not limited to: Setting up tables, chairs, etc.

- Must be available to work evenings and weekends.
- Must be able to drive a car and hold a valid driver's license.

Suggested Education or Experience (One or more of the following):

- Experience working in a customer service capacity.
- Experience working with the public.
- Volunteer or community organizing experience.
- Experience working in a library, school, non-profit, government agency, public service organization, or other related field.
- Bachelor's or Associate's degree in an applicable/related field.
- High School Diploma or equivalent.

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.