Warren County Public Library

Job Description

Position Title: Public Service Associate
Primary Locations: Lisa Rice Library (1225 State St. BG, KY) – *other locations/branches as needed (Bob Kirby, Smiths Grove, SOKY Center, Buchanon, Outreach, or Satellite libraries)*
Reports To: Branch Managers
FLSA Status: Non-Exempt
Employment Type: Part-Time
Starting Compensation: $13/hour
Work Schedule: 14-21 hours/week –

Wk. 1: Tuesday 8am-4pm, Wednesday 12pm-8pm, Thursday 8am-12pm, Sunday 1pm-5pm
Wk. 2: Tuesday 8am-4pm, Wednesday 12pm-8pm, Friday 9am-5pm
Wk. 3: Tuesday 8am-4pm, Wednesday 12pm-8pm, Thursday 8am-12pm
Wk. 4: Tuesday 8am-12pm, Wednesday 4pm-8pm, Saturday 9am-5pm, Sunday 1pm-5pm

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Position Summary

The part-time Public Service Associate for Lisa Rice Library should be 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 non-judgment. 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 Duties and Responsibilities

- Greet patrons when they enter the library and assist them with their individual needs and questions.
- Maintain a welcoming and clean environment for patrons of all backgrounds.
- Check items in and out to patrons.
- Answer questions in person and over the phone, take messages when necessary and communicate these messages to management.
- Assist patrons in the use and discovery of all library resources.
- Guide patrons in materials selection and computer catalog use.

- Assist patrons with using public computers and related equipment.
- Answer ready reference questions.
- Conduct reference interviews with patrons and use appropriate sources to provide answers, information, and assistance.
- 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.
- 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 their tasks such as shelving and equipment use, and their other duties as assigned.
- Assist with programming and activities as assigned.
- Perform clerical tasks as assigned.
- Shelve, shelf read and maintain the collection.
- Open and close the building.
- 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.
- Assemble and arrange display materials as needed.
- Promote regular and special library programs and services to users.
- Enforce library rules of behavior by being attentive and aware of patron behavior.
- Assist patrons with directional questions, access to library materials, reference requests, and related duties.
- Assist with other library duties as assigned.

Qualifications

Education and Experience:

- 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.

Knowledge, Skills, and Abilities:

- 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.
- 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.
- Must be willing to become a Notary Public.
- Must be willing to become certified in Passport Services.

Benefits

- Paid Holidays
- Paid Time Off

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.