

City of Hailey
POSITION DESCRIPTION

JOB TITLE: Public Services Assistant	AVERAGE HOURS PER WEEK: 29
CLASSIFICATION:	Pay Grade: X
SUPERVISOR: Public Services Supervisor	Last Updated: January 2016

GENERAL STATEMENT OF DUTIES

The primary function of an employee in this class is to provide excellent customer services and perform a wide variety of technical and clerical library work related to such activities as circulation and assisting patrons. At Hailey Public Library, our employees are not just librarians and staff members. They are active participants in our mission to connect citizens, provide services and help library patrons with great customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides excellent customer service to library patrons in person, on the telephone and by email;
- Provides reader's advisory services and direction using the online catalog;
- Registers new library patrons and issues patron cards and maintains accounts;
- Operates the library's Integrated Library System with proficiency and accuracy including check ins and check outs, lost and damage items resolution and hold shelf management;
- Provides information assistance to patrons and refer questions as needed to other departments and resources;
- Helps address patron technology questions about common office software packages, internet searches, scanning and printing documents;
- Advises patrons on operating e-reader and mobile devices for the library's digital resources;
- Accurately sorts and shelves materials according to Dewey Decimal Classification and using alphabetical methods;
- Maintains order of items on shelves with focus on organization and wayfinding;
- Assists with data management and weekly report compilation;
- Implements opening and closing procedures and ensures the security of the building;
- Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Fundamental library principles, objectives, methods, materials, and practices;
- Library circulation operations, including automated circulation and Public Access Catalog (PAC) systems;
- Operation of standard office equipment, a computer, and job-related software;
- Operation of specialized library computer and data processing systems;
- General office skills;
- Customer service techniques and objectives;
- Provide excellent customer service;
- Follow written and oral instructions;
- Listen to and comprehend patron requests;
- Learn and apply City library policies and procedures;
- Excellent interpersonal skills and the ability to communicate effectively and appropriately, verbally and in writing, and with people from diverse backgrounds.

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- Utilize the materials, staff, and resources available at the Hailey Public Library, the Lynx Consortium, the Idaho State Library System, the larger library community and the community served by the library;
- Operate a computer system used for circulating books and library materials;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Work a flexible schedule including Saturdays and evenings (the schedule for this position is subject to change at any time at the discretion of management);
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Work independently and as a team member;
- Ability to define problems, collect data, establishes facts and draws conclusions;

ACCEPTABLE EDUCATION AND EXPERIENCE

- High school diploma or GED equivalency is required and some college or business school with library or computer classes is preferred;
- At least Two (2) years general library experience is preferred; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

ESSENTIAL PHYSICAL ABILITIES

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions, communicate effectively on the telephone and in person, and to hear sounds within the normal range of conversation;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and sort and catalog a variety of books, written documents, and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment, computer equipment, and other specialized library equipment;
- Sufficient personal mobility, flexibility, stamina, and agility, with or without reasonable accommodation, which permits the employee to lift and move up to 25 pounds, stand or sit for extended periods of time, maneuver heavy book carts, and to work in a library environment.
- Jobs in this class require performing repetitive hand movement in gripping, fingering, and hand/wrist/arm movements. Related job tasks may require walking, standing, sitting, lifting, stooping, squatting, kneeling, bending, crouching, pushing, grasping, and reaching.

ADDITIONAL QUALIFICATIONS AND REQUIREMENTS

- Excellent proficiency with standard microcomputer applications and operating systems.
- Proficiency with and enthusiasm for advising patrons on digital services and devices.
- Demonstrated exemplary customer service and desire to work in a public service role.
- Demonstrated interest in an enthusiasm for books, literature and learning, and an active interest in library science.

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Appointees will be subject to completion of a standard probationary period.

The examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I acknowledge that I have been given a copy of my job description and have reviewed it and have had any questions about my job description answered to my satisfaction.

Print Name

Date

Signature