JOB OPENING – PUBLIC SERVICES ASSISTANT (2 POSITIONS)

The Granville Public Library is seeking two service-oriented and enthusiastic part-time Public Service Assistants. These positions primarily provide customer service to library patrons by checking in and checking out materials, registering new patrons, assisting with the maintenance of patron accounts, answering basic reference and directional questions, and forwarding other requests to the appropriate departments. Other job duties may be mending items in need of repair, processing new library materials, shelving library materials, and maintaining the collection.

This position requires a flexible schedule that includes evening and weekend hours. Flexibility in meeting the library’s scheduling needs is necessary. The rate of pay is $15.00 per hour with paid holidays, sick leave, and vacation time. Participation in Ohio Public Employees Retirement System (OPERS) is required.

The ideal candidate must have a high school diploma or GED. Experience in a library environment and/or experience in a position providing a high level of customer service is desired.

The schedules for these positions are as follows:

Mondays: 9:2-30
Tuesdays: 2:30-8
Wednesdays: 2:30-8

OR

Mondays: 2:30-8
Tuesdays: 9:2-30
Wednesdays: 2:30-8

Every other Friday (9-6), and a three-week rotating schedule of Saturday (9-6) and Sunday (12-5).

Positions are open until filled.

Apply via our web site: www.granvillelibrary.org/employment

Apply by email: ewilson@granvillelibrary.org

Apply by mail: Granville Public Library
Attn: Elizabeth Wilson, Public Services Librarian
217 E. Broadway, Granville, OH 43023

A complete job description and application for employment can be found at www.granvillelibrary.org/employment.
POSITION DESCRIPTION
GRANVILLE PUBLIC LIBRARY
An Equal Opportunity Employer

Job Title: PUBLIC SERVICES ASSISTANT
Last Update: 02/09/2022
Departments: Public Services
Immediate Supervisor: Public Services Manager
Positions Supervised: None
Employment Categories: Part-time, nonexempt, support staff

JOB RESPONSIBILITIES:
Under general supervision, the Public Services Assistant provides customer service to library patrons by checking in and checking out materials, registering new patrons, assisting with the maintenance of patron accounts, answering basic reference and directional questions, and forwarding other requests to the appropriate department(s). This position is also responsible for shelving library materials and for contributing to a user-friendly and orderly environment in the building.

QUALIFICATIONS:
▪ High school diploma or GED, and
▪ One (1) year of paid work experience performing general clerical duties in an environment characterized by frequent interruptions while serving the general public, or
▪ An equivalent combination of education and experience.
▪ Two (2) years' college coursework or work experience in a library is highly desirable.

PHYSICAL DEMANDS:
Frequent standing, walking, climbing stairs, and lifting or pushing moderate to heavy items (6-40+ pounds).

An individual who poses a direct threat to the health and safety of himself/herself or others in the workplace will be deemed not qualified for this position.
<table>
<thead>
<tr>
<th>KNOWLEDGE OF:</th>
<th>SKILLS AND ABILITIES TO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Basic library policies and procedures*</td>
<td>▪ Develop and maintain effective working relationships with supervisor, staff, and the public</td>
</tr>
<tr>
<td>▪ Dewey Decimal Classification system*</td>
<td>▪ Interact and respond appropriately to patrons of all ages</td>
</tr>
<tr>
<td>▪ Library automation systems*</td>
<td>▪ Arrange items in alphanumeric or subject order</td>
</tr>
<tr>
<td>▪ Common office equipment including personal computers, photocopying and fax machines, multi-line telephone system</td>
<td>▪ Retrieve and manipulate data via computer</td>
</tr>
<tr>
<td>▪ Computer software such as word processing programs</td>
<td>▪ Operate personal computer and word processing software</td>
</tr>
<tr>
<td>▪ Email programs</td>
<td>▪ Perform accurate data entry</td>
</tr>
<tr>
<td>▪ Basic Internet search techniques</td>
<td>▪ Keyboard/terminal - extended time</td>
</tr>
<tr>
<td></td>
<td>▪ Deal with difficult situations effectively</td>
</tr>
<tr>
<td></td>
<td>▪ Work flexible hours including weekends and evenings</td>
</tr>
<tr>
<td></td>
<td>▪ Work independently</td>
</tr>
<tr>
<td></td>
<td>▪ Work in an open environment with frequent interruptions</td>
</tr>
<tr>
<td></td>
<td>▪ Work on multiple tasks simultaneously</td>
</tr>
<tr>
<td></td>
<td>▪ Communicate effectively in written and oral form</td>
</tr>
<tr>
<td>* May be acquired within a reasonable time after hire</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>% of Time</th>
<th>ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this position. Incumbents may perform any or all of the listed tasks. The percentage of time allocated to each group of duties is approximate. )</th>
</tr>
</thead>
</table>

65% **PUBLIC SERVICE**

- Answers telephones and greets visiting patrons
- Circulates and renews library materials on automated system
- Accepts payments for lost items, printing, and faxing services
- Locates library materials for patrons using online catalog and places requests when appropriate
- Answers basic ready-reference questions, referring patrons to other departments for in-depth assistance
- Creates new patron accounts and issues new or replacement library cards; updates patron information in computer system
- Provides directional assistance
- Assists patrons in using library copier, public PCs, and other equipment
- Handles patron complaints and forwards to supervisor as needed
- Monitors patron usage of library facilities and takes a proactive approach in helping them find what they need (even if they are not actively asking for assistance)
- Notifies patrons when library materials are available
- Communicates library policy to patrons
- Assists at other service desks as needed
30% MATERIAL HANDLING AND PROCESSING
- Shelves library materials; maintains orderly shelving
- Inspects returning items for overall condition and missing and/or damaged parts
- Packs and unpacks library materials coming from and going to other libraries
- Assists in the processing of new materials as needed
- Assists in the weeding of outdated and/or damaged materials
- Retrieves items requested by patrons at other libraries and runs daily reports as needed

5% MISCELLANEOUS
- Maintains and increases knowledge and skills through attendance at meetings, conferences, training seminars, and in-service training sessions
- Attends meetings and serves on temporary committees as requested
- Keeps accurate records of money received and files documents
- Monitors office supply inventory and informs the supervisor to reorder needed supplies
- Restocks supply of paper, pencils, etc. at circulation desks and public computers
- Performs library opening and closing routines according to procedure
- Reports building maintenance problems to supervisor
- Reports equipment problems to supervisor
- Performs additional duties and assignments as required

_____________________________________________  ____________________
Employee signature  Date