JOB TITLE: PUBLIC SERVICE ASSISTANT II  
DATE: MARCH 7, 2022

LOCATION: CULTURE & AV/MAIN LIBRARY

HOURS: Full-time (37.5 hours), including evening and weekend hours; not job-share eligible

SALARY: Grade 7, $14.35/hour, non-exempt

ABOUT THE LIBRARY
Since 1874, the Akron-Summit County Public Library (ASCPL) has been an essential community asset. We’ve been recognized nationally as one of the finest public libraries in the United States due to our excellent customer service, collaborative community involvement, and high level of customer and employee satisfaction.

We offer a comprehensive benefits package, including paid vacation and sick leave, 11 paid holidays, voluntary benefits (health, dental, and vision), ASCPL-provided life insurance, and retirement through the Ohio Public Employees Retirement System (OPERS).

DUTIES & RESPONSIBILITIES:
The ASCPL is hiring a Public Service Assistant II (PSA II) in our Culture and AV agency to support our Mission Statement to provide resources for learning and leisure, information services, meeting spaces, and programs for all ages that support, improve, and enrich individual, family, and community life.

We’re looking for someone who will consistently represent the Library and its services in a positive manner and adhere to established customer service guidelines and procedures, greeting customers in a friendly and accessible manner. The PSA II advises and helps customers with the selection and use of library materials and information; helps customers use library technology, offering instruction when necessary; understands, analyzes, and helps with answering varied reference questions by supplying information well-suited to the user, which could include directing customers to other divisions, agencies, or resources for additional help; covers additional service points as needed; inputs data in the library database; performs clerical routines; and interprets the Library’s policies and procedures to the public in a customer-responsive manner. At least 75% of the workday is spent staffing the public service desk.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:
Required: At a minimum, the completion two years of college. Customer service experience. Demonstrated knowledge of office terminology, procedures, and equipment and ability to operate variety of standard office equipment. Ability to lift record storage boxes and push book trucks loaded with materials with or without reasonable accommodation.

Preferred: Possession of a bachelor’s degree. Library work experience.

DEADLINE FOR APPLICATION: Open until filled (preference given to candidates who apply within the first two weeks)
For consideration, applicants for this position must either submit a resume and a cover letter indicating previous applicable experience and training or complete an Employment Application in the Human Resources Department at Main Library. Email resumes to library-HR@akronlibrary.org or mail them to: Human Resources, Akron-Summit County Public Library, 60 S. High Street, Akron OH 44326-0001. For more information about the ASCPL system, visit our website at www.akronlibrary.org.

THE AKRON-SUMMIT COUNTY PUBLIC LIBRARY IS AN EQUAL OPPORTUNITY EMPLOYER