



Public Services Associate Avon Branch
Part-Time 29 hours
Grade: UH

Basic Function:

Performs paraprofessional library tasks in the public library system.

Distinguishing Features of the Class:

This classification requires a knowledge of library methods and techniques as well as the ability to perform basic troubleshooting on various technologies. The classification requires the application of elementary principles of library and information science within a limited scope. The distinguishing features of this class include: direct public service, circulation and information responsibility, troubleshooting customer and library technology as part of the customer service transaction, and promoting library services and programs. Public Services Professionals, Librarians, and/or Managers are available for assistance with difficult customer service requests, problems, or situations.

Characteristic Duties and Responsibilities:

Performs circulation and automated workflow functions.

Answers basic informational questions and refers more difficult questions to Public Service Professionals and Librarians.

Assists customers with and troubleshoots technology and virtual services.

Promotes and maintains a thorough knowledge of library services and programs.

Provides assistance with programming set-up and preparation.

Processes, inspects, and repairs materials.

Monitors and suggests corrections to the online catalog.

Represents the library at outside events.

Attends meetings, workshops, training events and serves on committees to aid in career development.

Assists Public Service Professionals and Librarians with the preparation of displays.

Assists with training new staff.

Performs a variety of clerical functions as needed.

Resolves problems and responds to complaints.

May serve as a certified passport agent.

Knowledge, Skills and Abilities:

Excellent customer service skills required. Knowledge of library services and ability to learn basic library science techniques. An ability to assess and meet community and patron needs. Must be team-focused, flexible, and willing to provide service to all ages. Must be inquisitive and eager to learn new things.

Education, Training and Experience:

Requires a high school education or equivalent and up to six months of related experience or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

OTHER: Part-time position, 29 hours/week. \$18.18 an hour. Limited benefits. Schedule may include daytime, evening and weekend hours (including Sundays), and may include six-day workweeks and split shifts.

Closing date Internal: Saturday, September 9, 2023

Closing date external: Open until filled