

Public Services Assistant II

JOB TITLE: Public Services Assistant II

FLSA STATUS: Non-exempt

GRADE: 34

DEPARTMENT: Public Services

APPROVED DATE: 12/1998

REVISED DATE: 09/2009, 04/2022

Job Summary

Perform public service and library support tasks at one or more community libraries or mobile services to contribute to the Library District's effective operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Provide courteous, helpful and efficient service to customers by performing such tasks as: charging out library materials using the integrated library computer system, including verifying customer residency information; providing basic readers' advisory services; responding to customers' basic questions about materials, information and services (referring complex readers' advisory and reference questions to a Librarian or appropriate staff member); registering customers for library cards, including entering customer information into the

integrated library computer system (by keyboard) and issuing replacement cards; assisting customers in use of library equipment such as catalog and reference computers and personal computers.

2. The public service function may also include answering telephones and responding to routine customer questions, referring and routing calls to others as appropriate as well as receiving, recording, safekeeping and depositing library fines and charges. These tasks also may include receiving customer requests for reserving materials and making appropriate entries in the Library's reserves and holds system. Incumbents may assist customers in computer or network-based searches for reference materials at a basic level. Complex searches are referred to librarians or associates with specific qualifications in reference areas.
3. Provide effective and efficient library support services including: receiving returned materials, recording their return using automated devices such as bar code readers or computers; sorting materials; inspecting, cleaning and making minor repairs to materials; unpacking and packing boxes of library materials, retrieving materials requested by other libraries via the "router," sorting and directing the materials to the proper location or to another community library of the Library System; processing such materials as periodicals and paperback books for circulation; performing shelf reading and rearranging materials in proper order.
4. Provide technical assistance to staff regarding use of computer hardware and software; configure and install new or replacement equipment and parts as instructed by IT staff; reset equipment as instructed by IT staff; ensure that routine/preventive maintenance on assigned equipment is completed; resolve printer problems and replace ink cartridges; provide troubleshooting, diagnosis and minor repair of hardware and software; report equipment problems and resolution to IT via phone or in person; work with IT staff to solve common hardware, network and software questions and problems over the phone or in person; change or add to software configurations as directed by IT staff; coordinate and maintain IT report files.
5. Perform other library support services as assigned including such tasks as opening and closing assigned buildings, moving and rotating materials on library shelves and storage locations and assisting in maintaining the library's circulation areas in neat, clean and orderly condition.
6. May be in charge of the building in the absence of other supervisory staff.
7. May provide library service in all community libraries within a district. The majority of this work is performing circulation duties outlined above. Travel from one work site to another is required as staffing needs dictate. Must be able to function efficiently and competently at

multiple work sites. Regular staff working as district substitutes may also be in charge of a building in the absence of a manager.

Additional Duties and Responsibilities

1. Prepare correspondences and reports.
2. Train new staff as needed.
3. Attend meetings, trainings, and workshops as assigned.
4. Assist with special projects as required.
5. May be in charge of the building in the absence of other supervisory staff.
6. Perform other duties as assigned.

Supervision

Positions of the class typically report to a community library manager. Although direct supervision is not a normal part of the position's work, incumbents may be called on to provide task direction to Pages, PSA Is, or Volunteers in the absence of a supervisor.

Knowledge, Skills, and Abilities

1. Knowledge of established practices and procedures for an integrated library system (ILS).
2. Knowledge of library policies, procedures, and services.
3. Knowledge of alpha and numeric systems for arranging library materials.
4. Strong customer service skills.
5. Strong organization and attention to detail.
6. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
7. Ability to work independently and to set priorities.
8. Ability to handle and resolve disruptive behavior effectively.
9. Ability to communicate effectively with diverse audiences.
10. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.

11. Ability to operate relevant computer systems including hardware and software, such as Microsoft Word and Excel, electronic databases, email, and internet navigation in addition to other office equipment and security systems.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. High School diploma or G.E.D. required.
2. These skills and abilities typically are acquired through completion of secondary school or equivalent together with several months in a customer service environment.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent must identify and organize library materials such as books, audiobooks, and DVDs based on small-print numbers and alphabetical characters; scan and inspect library materials including opening media cases; and operate computers for extended periods of time.

An incumbent must occasionally move objects or materials weighing up to 35 pounds, including transfer of books and other materials to carts or shelves of varying heights. Incumbents may be required to move carts of books and other materials about the building for extended periods of time, and frequently remain stationary at one workstation for extended periods of time.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

Incumbents may travel to various sites in all kinds of weather and traffic conditions. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.