WESTERLY LIBRARY AND WILCOX PARK
Public Services Associate

Department and Level of Authority
- Public Services
- Associate, PT
- Reports to the Head of Public Services
- In the absence of the Head of Circulation, reports to the Assistant Director. In absence of the Assistant Director, reports to the Executive Director

Position Summary
The Public Services Associate is responsible for creating a positive public service experience for all patrons; helping to maintain related library materials/collections; providing circulation and registration assistance to all patrons; aiding patrons in reader's advisory; promoting library and park resources, programs and services; and planning, organizing, and targeting reader's advisory through physical marketing.

Key Responsibilities
The essential functions or duties listed below serve as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.
- Serves as primary public contact for all circulation related functions.
- Exhibits excellent customer relationships with customers and fellow employees.
- Shows courtesy, compassion and respect.
- Checks materials in and out.
- Handles fines and fees.
- Registers new borrowers, explaining library services and rules and help keep registration and other borrower information current, accurate, and private.
- Handles incoming and outgoing items at the circulation desk, following established all Library and OSL policies and procedures.
- Fields informational and directional questions and solve problems or refer to others in library where appropriate. Communicates with other libraries when necessary.
- Able to attend OSL meetings to train in additional Sierra practices and classes, and departmental heads meetings in the stead of the circulation manager in order to take notes and share with the Department Head, when needed.
- Assists with opening and closing the library, following current policies and procedures.
- Assists volunteers, paying particular attention to recognition and appreciation.
- Shelves materials in a timely manner.
- Makes sure "Daily notices" and the "Clear Hold shelf" are done daily if department manager is absent
- Makes sure there is proper signage up and available to the public for either directional information or closures.
- Is comfortable with helping out in other departments for break coverage, or during programs as necessary.
- Performs other duties as necessary or required.

Essential Skills
- Excellent communication and interpersonal skills, including telephone etiquette
- Strong organizational skills.
- Knowledge of Microsoft Office.
- Ability to cooperate as team member,
- Ability to learn and adapt to new procedures.

- Willingness to uphold the ALA's Library Bill of Rights.

<u>Working requirements</u>

- Performs tasks with some degree of independence
- Observes, follows, and enforces all Association policies and procedures
- Has access to confidential and financial information
- Ability to sit and use computer workstation
- Time standing, walking, stooping or reaching with hands or arms.
- Must have the ability to stand, walk, kneel, crouch, squat, stoop, reach, and lift
- Frequently required to lift up to 25 lbs, or push/pull 40 lbs.
- Position required to work evenings and/or weekends

<u>Minimum qualifications</u>

- High school diploma or equivalent
- Enthusiastic and positive approach to public service
- Must be able to communicate effectively with staff and volunteers
- Must be able to file library materials using the Dewey Decimal System and Alphabet.
- Must be able to follow written and oral instructions
- Must be able to exercise good judgment. Must be able to read and interpret information relevant to the related department
- Basic computer skills and ability to learn new software
- Ability to organize and prioritize work
- Demonstrated ability to work well with public of all ages from different backgrounds, religious affiliations
- Self-motivated