

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. Assists with public technology use and instruction, for various ages and skillsets, and the maintenance of the computer lab and makerspace.

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 employees, showing courtesy, compassion and respect
- Handles incoming and outgoing items at the circulation desk, following established all Library and OSL policies and procedures
- Handles fines and fees
- Registers new borrowers, explaining library services and rules and help keep registration and other borrower information current, accurate, and private
- Fields informational and directional questions and solve problems or refer to others in library where appropriate. Communicates with other libraries when necessary
- Provides technology instruction to the public
- Troubleshoots public computers and personal devices as needed
- Assists patrons with the library's public computers and wireless network
- Aids and instructs patrons on the use of the Makerspace
- 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.
- Create user guides for public use
- Supports the Head of Public Services and Technology and Innovation Coordinator with departmental projects
- Covers other departments as needed
- Performs other duties as necessary or required.

Essential Skills

- Excellent communication and interpersonal skills, including telephone etiquette
- Working knowledge of computer and mobile device operations, internet, wireless networks, and popular software

- Strong organizational abilities and interpersonal skills
- Knowledge of Microsoft Office, particularly Word, Publisher, Excel, and Outlook
- Ability to cooperate as team member
- Ability to learn and adapt to new procedures.
- Flexible team player with a positive attitude and strong commitment to customer service
- Exercises appropriate initiative, good judgment, and recognize priorities
- Communicates clearly both orally and in writing
- Self-starter who has the demonstrated ability to seek out and learn new technology
- Willingness to uphold the ALA's Library Bill of Rights.

Working requirements

- 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
- Ability to use high tech tools such as 3D printers, vinyl cutters, Arduino, as well as low-tech tools
- 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

Minimum qualifications

- High school diploma or equivalent
- Enthusiastic and positive approach to public service
- Strong verbal and written communication skills
- Ability 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
- 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, etc.
- Demonstrated ability with Microsoft software, Windows, iPads, Macs, and related products and software
- Self-motivated

Preferred skills and qualifications

- Innovative and dynamic
- Experience working in a public library; familiarity with OSL's current ILS
- Organizational abilities
- Self-starter who has the demonstrated ability to seek out and learn new technology
- Flexible team player with a positive attitude and strong commitment to customer service
- Experience providing computer training to individuals and groups
- Ability to multi-task, problem-solve, and work independently