

CITY OF TUALATIN

Classification Description

Job Title: Public Services Assistant
Department: Library
Reports To: Public Services Supervisor
FLSA Status: Non-Exempt

SUMMARY: Performs a variety of paraprofessional librarian duties in the Public Services section of the library. Assists the Public Services Supervisor with maintenance of the library's collection of books, serial publications, alternative formats and other materials. Assists groups and individuals in locating and obtaining materials. Provides daily reference assistance to the Public Services section.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Assists patrons in locating and obtaining age and reading-level appropriate materials and information. Assists in the acquisition of materials and information for patrons with school-related assignments.

Provides orientation and instruction in library resources and their use. Describes, demonstrates and searches catalog files and shelves to locate information.

Explains the use of the collection, related materials and electronic catalogs to locate information.

Assists the Public Services Librarian in evaluation and selection of new materials and in the review and removal of outdated material. Maintains library materials in a neat and orderly manner.

Under direction of the Public Services Supervisor, plans and creates displays of library materials and information. Designs event posters, banners and signs for the Library.

Under direction of the Public Services Supervisor, carries out special projects involving library promotion including regular activity programs such as Toddler Time, Storytime and Summer Reading Program. Carries out outreach activities such as school visits.

Assists patrons with computer software applications; provides patrons with user training and on-going support relative to changes and upgrades to the computer systems.

Furnishes information on library activities, facilities, rules, and services.

Assists Program Specialist with library events.

Acts as a correspondent between the public and the Public Services Supervisor.

SUPERVISION: While this classification has no supervisory responsibilities it may direct the work activities of volunteers within the section. Occasionally act as lead worker, especially on scheduled evenings and/or weekends, including closing the library.

COMPETENCY: To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance.

Oral Communication - Speaks clearly, tactfully and persuasively in positive or negative situations.

Written Communication - Writes clearly and informatively; Able to read and interpret written information.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.

Planning/Organizing - Prioritizes and plans work activities

Quality - Demonstrates accuracy and thoroughness; Looks for ways to continually improve and promote quality.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Manages competing demands.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: Ability to communicate effectively in oral and written form. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to effectively respond to reference interviews in person, by phone, or on the computer. Ability to perform brief book talks and make presentations before adult groups and perform storytimes/brief book talks before children/young adults.

Reasoning Ability: Ability to apply common sense understanding and independent judgment to plan, organize and carry out instructions furnished in written or oral form. Ability to organize and prioritize multiple tasks and duties. Ability to serve the public, especially young adults and children, in a friendly and helpful manner and to maintain effective working relationships with staff.

Computer/AV Skills: Ability to perform computer searches for information, and provide bibliographic instruction, using the Internet, CD roms and other software applications. Ability to use audiovisual equipment. Knowledge of current software applications related to the functions and operations of a public library, specifically reference. Experience using automated library systems, personal computers, computer applications, audiovisual equipment and other appropriate technologies used in public libraries.

EDUCATION and/or EXPERIENCE: Graduation from a four-year college or university with a minimum of two (2) years related experience working in a public library which ensures basic knowledge of public library philosophy, practices and procedures, current trends in library services, popular literature, and children's literature, as well as basic reference materials and resources.

Any satisfactory equivalent combination of education, experience and training which ensures the ability to perform the work may substitute for the above qualifications.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit and use hands to finger, handle, type or feel. The employee is occasionally required to reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

Duties of this position are usually performed in an indoor environment, involving heavy public contact with a usually moderate noise level. Duties of this position require a willingness to work nights, weekends, and holidays.