

## POSITION DESCRIPTION

Class Title: Library Assistant – Public Services  
Department: Hershey Public Library  
Date: December 2019

### GENERAL PURPOSE

The Public Services Assistant provides friendly, timely, and courteous customer service to patrons in the library and on the phone. This position assists patrons with material circulation (print and digital), technology, readers advisory, and basic reference.

### SUPERVISION RECEIVED

Works under the close supervision of the Public Services Manager or other supervisory staff assigned as Lead Staff.

### SUPERVISION EXERCISED

Generally, none.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Uses an integrated library system for checking library materials out and in, registering patrons, managing patron holds, and searching the library's online catalog.

Gives directional assistance to patrons, helps patrons find print and digital library materials, assists in placing interlibrary loan requests, and informs patrons about library and district library circulation policies and procedures.

Provides basic reference help as needed.

Assists patrons with basic technology questions. Topics may include: PCs, laptops, tablets, cell phones, internet browsing, Microsoft Office, printing, scanning, copying, WiFi Connectivity, connecting to projectors.

Performs necessary tasks in the opening and closing of the library.

Runs a daily "Pick List" and pulls requested materials from shelves.

Collects monies for fines, and other services.

Unloads book drops; picks up misplaced or misshelved library items for proper shelving; returns materials to shelves, keeps shelves in order.

Answers and directs telephone calls.

Performs other duties as required.

Shelves and maintains correct order of magazines and newspapers.

Attends technology and customer service trainings as offered to maintain proficient in various tasks.

### PERIPHERAL DUTIES

Individuals may be given special assignments in Public Services and other departments as needed.

Attends a minimum of six hours of continuing education classes every two years.

### SOFT SKILLS REQUIRED

Ability to work as a part of a team

A positive attitude

Highly organized and outgoing

Ability to be self-motivated

Ability to be flexible through changing circumstances

Commitment to HPL Workplace Values:

- We are kind
- We put patrons first
- We have fun
- We are encouraging
- We come to work ready to work
- We respectfully communicate expectations and openly receive feedback
- We remember we're all in this together

### DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from high school or GED.
- (B) Similar office, instructional, or library experience desirable.
- (C) Customer service experience desirable.
- (D) Must be available to work a flexible schedule when required, particularly on weekends

Necessary Knowledge, Skills and Abilities:

- (A) Working knowledge of various popular technology platforms and applications.
- (B) Ability to work with patrons of all ages (Children, teens, adults, seniors)
- (C) Working knowledge of basic office procedures and technology competencies, including:
  - Connecting to WiFi
  - Printing/scanning/copying
  - Setting up an email account
  - Use of external drives (i.e. flash drives or other devices)
  - Locating a website on the Internet

- Attaching files to an email message
  - Troubleshooting
  - Connecting to projectors
  - Directing patrons to eResources
- (D) Some knowledge of the general principles and practices of modern libraries.
- (E) Skill in operation of listed tools and equipment.
- (F) Ability to serve the public in busy situations with a calm, courteous, manner.
- (G) Willingness to learn and master new technologies.

### EQUIPMENT USED

An integrated library automated system, personal computers, laptops, smart phones, online events calendar, online schedule, Microsoft Office applications, copiers, scanners, printers, telephones.

### PHYSICAL DEMANDS

The physical demands 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 frequently required to walk, sit, stand for long periods of time, talk and hear. The employee is frequently required to use hands to finger, handle, feel or operate such objects as library materials (books, DVD's, etc.) or tools such as computer equipment and other office machinery. The employee is frequently required to reach with hands and arms, stoop, kneel or crouch, such as during the shelving or retrieval of materials, and to climb or balance on step stools or other tools.

The employee may occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Employees must be able to recognize letters and numbers and read at a high school level or above.

### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderately quiet. Dust levels are moderate to high because of numerous paper items.

### SELECTION GUIDELINES

Formal application, rating of education and experience, oral interview, reference check, and job-related tests might be required.

The duties listed above are intended only 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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.