

Job Title:

**Full-Time Public Service Associate**

Reports to:

**Circulation Manager**



**Job Description:** The Public Service Associate is often the primary interface with Library patrons. As such, he or she is responsible for creating a helpful and welcoming Library environment by providing courteous, efficient, and professional services to all Library visitors. The Public Service Associate should be knowledgeable, outgoing and customer-oriented. They should also be organized, able to multitask and have good communication skills. The Public Service Associate will provide general Library assistance and direct visitors to other Library service staff and resources as needed.

**Responsibilities include, but are not limited to:**

- Act as the initial welcoming point of contact for patrons, offering assistance, information and referral to additional staff for in-depth information as needed. Proactively provide information about programs and events happening at the library.
- Circulate library materials at the front desk, including check-ins, check-outs, renewals and holds. Retrieve, sort and check-in materials deposited in the indoor and outdoor bookdrops
- Assist as needed with processing interlibrary loan (ILL) requests – borrowing materials for our patrons and lending to other libraries
- Assist with circulation opening and closing procedures, such as opening/closing the cash drawer; cleaning and straightening; unlocking/locking entrances; turning on/off lights and workstations
- Assist library patrons with obtaining a new or replacement library card
- Respond to patrons in person or on the telephone regarding general library information, materials or services, and refer them to appropriate staff as needed
- Become familiar with the library collection in order to help patrons find materials that match their interests, reading levels and needs
- Act as the initial level of response to resolve problems related to suspended accounts, fines and fees, and damaged or lost items
- Answer patron questions regarding library circulation policies and procedures; enforce these policies and procedures in a calm, fair and consistent manner
- Help to maintain the meeting room schedule
- Sort and distribute daily mail and packages to appropriate departments
- Continually maintain order, neatness, and cleanliness in the circulation work areas, lobby areas, paperback racks, and browsing and special displays
- Accept and record payment for copying/printing/faxing
- Provide computer assistance to patrons, commonly with Microsoft Office Suite applications, internet browsing and social networking sites.

- Perform daily security camera checks to monitor that cameras are functioning properly
- Be observant and cognizant of visitor activities and needs or problems that may arise in the public areas of the library
- Perform additional duties and work on specific projects as assigned by the Circulation Manager

**Abilities:**

- Ability to sit or stand for lengthy periods
- Ability to carry and transport books and other library materials by hand or by cart
- Ability to operate basic office equipment including computers, scanner, copier, fax machine
- Ability to file alphabetically and numerically
- Ability to count money and make change
- Ability to communicate tactfully and courteously, both verbally and in writing, with a diverse group of Library patrons and staff
- Ability to learn and perform routine and specific tasks within a reasonable time period

**Additional Information:** Full-time position (40 hours weekly); requires flexible day, evening, and weekend hours; requires ability to communicate courteously and effectively with a diverse group of staff and patrons; Must possess effective written and verbal communication skills; requires the ability to adapt to a dynamic, busy, and occasionally stressful work environment; requires the ability to sit or stand for lengthy periods of time; ability to push, pull, and otherwise move books, supplies, and equipment by hand and by cart. Requires ability to reach, bend, and kneel to retrieve and replace books on shelves. Requires participation in Kentucky's Certification program for library staff. Requires a successful background check.

**Qualifications (Education, Skills, Training):** Diploma, GED or greater; public service work experience preferred; must have an excellent understanding of how to use MS Office Suite, and a knowledge of computer hardware and software is expected. Exceptional interpersonal skills and professionalism required.

**Benefits and Compensation:** Salary: \$16.00 per hour. Benefits include Health insurance; Personal Leave and Holiday Leave; Life insurance. TIAA-CREF retirement plan (enhanced match by Library) after one year of employment. Optional insurances (paid for through employee payroll deduction) include Dental, Vision, Long-Term Disability, and Accident/Critical Illness; Additional Supplemental Retirement plan option (unmatched by Library); Optional Flexible Spending Plan for unreimbursed medical expenses.

**How to Apply:** Email resume, cover letter, and 3 references to [jobs@boylepublib.org](mailto:jobs@boylepublib.org). Application deadline is 5:00 pm on Friday, December 13, 2024. Please enter "FT Public Services Associate" in the subject line.

***The Boyle County Public Library is an equal-opportunity employer and is committed to creating an inclusive environment for all employees.***