

Job Title:

**FT 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 providing courteous, efficient, and professional services to all Library visitors, thereby creating a helpful and welcoming Library environment. 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:**

- Serve 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 book drops
- Assist 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; 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 telephone regarding general library information, materials or services, and refer them to appropriate staff as needed
- Serve 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 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 Circulation Manager

**Abilities:**

- Ability to sit or stand for lengthy periods of time
- 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 routine and specific tasks within a reasonable time period

**Additional Information:** Full-time position (40 hours weekly); often requires evening and weekend hours in order to meet departmental needs. Must possess effective written and verbal communication skills and an ability to interact in a pleasant and effective manner with a diverse group of patrons and staff; 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 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 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: \$13.67 per hour. Benefits include Health insurance; Personal and Holiday Leave; and term Life insurance. After one year of employment, eligible for matching TIAA-CREF retirement plan. Optional coverage (at employee expense) includes Dental, Vision, Accident/Critical Illness; Long Term Disability; Supplemental Retirement (unmatched); Flexible Spending account 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, April 14, 2023. 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.***