

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Public Services Assistant**

Dept: **Public Services**

Reports to: **Information Services Manager or
Supervising PSA**

Effective Date: **Revised January 2021**

Job Code Number: **20955**

Grade Number: **13, Represented**

FLSA Status: **Non-Exempt**

General Position Summary:

Assists patrons with information about library materials, equipment, programs and services. Provides basic informational and readers' advisory assistance in person, online and over the phone. Performs routine maintenance and upgrades of the library technology equipment, and troubleshoots related patrons' issue. Performs material circulation duties. May have additional assignment related to troubleshooting Automated Material Handling system.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Provides information assistance and readers' advisory assistance as expected, in person, online or over the phone, including use of library resources, equipment and technology. Assists patrons in the use of library collections through reference interviews, literature and electronic searches and instruction in the use of catalogs, paper and electronic resources. Refers questions to a librarian, as necessary.
2. Educates, trains and assists patrons in the use of library technology, equipment and resources. Reports needs for repair and non-routine maintenance to ITS, as appropriate. If assigned the duty, troubleshoots problems escalated from the basic level of AMH support and contacts vendors, as necessary.
3. Assists patrons with check-in and check-out and with locating materials at a branch and within KCLS. Resolves problems with patron's account and record. Assists patrons and staff with scheduling and using facility including meeting rooms.
4. Promotes, educates and supports the principles of intellectual freedom with staff and patrons. Resolves related concerns or redirects to appropriate source.
5. Resolves staff and patron incidents, problems, concerns and conflicts ensuring that Rules of Conduct are followed or redirects to appropriate source.
6. Performs full range of circulation duties as outlined in Circulation Manual.
7. Provides assistance with and delivers library programs, as assigned.
8. Completes reports as required.
9. Promotes and displays materials, services and programs.
10. Provides mentoring and training for staff in areas of expertise.
11. Work a varied schedule, including evenings and weekends.

Secondary Duties:

1. Participates in activities such as committee work, training, staff meetings, etc.
2. Performs daily cash handling and register functions.
3. Performs lower classification duties, as needed.
4. Performs other related duties as assigned.

Core Competencies:

Customer Focus

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Valuing Diversity

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

Ethics, Values, and Judgment

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

Professional & Technical Knowledge

Demonstrates proficiency in professional and technical skills/ and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

Approachability

Listens more than they talk; allows appropriate time for interactions; purposely builds rapport, sets positive tone and exhibits confidence by body language and speech. Maintains boundaries.

Dealing with Ambiguity

Can shift gears comfortably; can decide and act without the total picture; can comfortably handle risk and uncertainty, does not exhibit excessive need to control or track, can 'let go' and move forward in uncertainty.

Teamwork/Collaborating

Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrate their own and team member's strengths and differences.

Composure

Calm and reflective, self-possessed even in the face of provocation, recognizes and manages stress appropriately, even during tough times.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Graduation from an accredited four-year college, plus two years of job-related experience and training.
- Three years' library experience that includes customer service, decision making and on-the-job training in computer technology may substitute for up to two years of the required education.
- Or other combination of education, experience and training that provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

SPECIAL REQUIREMENTS

None

PHYSICAL DEMANDS

While performing the duties of this job, up to frequently on feet standing and walking, handling, grasping, reaching at waist level, keyboarding and use of mouse; occasional reaching below or above shoulder and bending/squatting. The employee will frequently lift/carry 5 pounds and seldom lift up to 35 pounds and will seldom need to push/pull carts using light force.

WORK ENVIRONMENT

Work is performed in a library environment with some hectic or demanding situations. The position experiences frequent interruptions and maximum flexibility is required. Varied work hours, including weekends and evenings, which may change periodically, constant standing, extensive close work (eyestrain) and extensive PC monitor work are required. May encounter situations that involve behavioral issues.

Advancement Possibilities:

Librarian or management series positions depending on education, training and experience.

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 KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
Director of HR